

The way email was meant to be.



CASE STUDY

PTISP

EMAIL SECURITY IN THE CLOUD OR ON-PREMISES INCOMING » OUTGOING » ARCHIVING

Capitalize on Email Security: Reduce Client Churn Rate & Increase Revenue » Webhost Integration & Automation

In today's competitive marketplace, web hosts are frightened at the thought of losing customers due to mediocre spam filtering and blacklisting, which can be caused by unknowingly sending out spam from legitimate machines, leading to not being able to send out any genuine email anymore. Therefore, it is extremely important to filter outbound email to increase customer satisfaction and to build loyalty with your end-customers.

Quick Read

PTisp was born in 2001 to set a trend in the Portuguese webhosting industry, which was to "buy it national." Today PTisp is one of the biggest Internet Hosting -and Domain Registration brands in Portugal, and is listed among the top five Domain Registration agents by the FCCN, and being accredited by the RIPE NCC. They have already gained reputation at an international level as a point of reference in the business world. By remaining attentive to technical progress and providing tailored cutting-edge services, PTisp is able to provide almost all Internet services that a customer may require, while always being innovative, scalable and committed to 24/7 support.

Challenges

As one of the major hosting companies in Portugal, PTisp deals with spam-related issues on a daily basis, as spam messages are not only being received but also being send from their clients. Open source-based solutions were not only time-consuming, because it was not an effective solution for dealing with the high number of email accounts, but also were unstabilizing and slowing down the servers. In general, open source filters comprise nearly 100% of the total load on hosting infrastructures and besides, the maintenance of these self-developed anti-spam solutions are not cost-effective.



Customer profile

Company	AlmourIoTec Lda – PTisp
Location	Constância, Portugal
Industry	Web Hosting
Number of Domains	5,000
Products in Use	Local Cloud (Incoming Email Security Firewall, Outgoing Email Security Firewall, Email Archiver)
Website	www.ptisp.pt

Implementation

PTisp decided to implement the SpamExperts' Incoming -and Outgoing solution in order to, not only to reduce the number of spam messages received, but also to control their outbound email in order to prevent blacklisting and protect their network's reputation.

Currently, PTisp is providing SpamExperts' Email Security as an add-on to their hosting/mail services, and dedicated -and cloud servers.

Benefits

The implementation of SpamExperts allowed PTisp to **focus more on their core businesses instead**, since SpamExperts allows them to **save time**, which originally was dedicated to dealing with spam-related issues. In addition, the implementation has led to a **reduction in the amount of resources needed** by the servers, as customized opensource solutions were consuming too much in terms of CPU -and memory, and was leading to mediocre filtering.

Target Reached

"SpamExperts' Local Cloud is precisely the anti-spam technology that a leading hosting -and domain registration provider like PTisp needs. We see it as an important opportunity for new revenue growth. SpamExperts enabled us to focus more on our core business, offer a significantly better value-added service -and email solution to our clients. We only started a few weeks ago with the solution and are already really impressed by the filtering accuracy, reliability and the daily time- savings it offers compared to other solutions", says Luis Inverno, Chief Technology Officer of PTisp.

Next steps

Contact us to discuss your email security needs!
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info@spamexperts.com

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