

*The way email was meant to be.*



# **CASE STUDY**

# **PACIFICHOST**

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

SaaS Managed Email Security » Outgoing Email Filtering System »  
Protect IP Ranges & Prevent Blacklisting » Automatically Lock-down  
Hacked Accounts & Block Spam » Notify Admins of Suspicious Activity

In the recent years, the surge of spam and related threats has led to a growing demand for enterprise-class email security, as email has become business critical. However, spammers are nowadays able to hack computers -and servers, and utilize them for sending out spam, which causes the problem of these legitimate machines being blacklisted, which in turn leads to not being able to send out legitimate email anymore. Therefore, it is vital to install an outbound spam filter to save your networks' reputation!

## Quick Read

PacificHost is a leading provider of website development and e-commerce solutions for small to medium-sized enterprises. PacificHost focuses specifically on providing quality, feature-rich web and reseller hosting services.

PacificHost enables businesses and individuals to harness the power of information technology and Internet and provide customers with utmost satisfaction and knowledgeable customer support.

## Challenges

PacificHost was suffering of spam assaults, which were affecting their activities and was contributing to the reduction of their customer base. Spam is unsolicited email which is sent in large amounts and can disturb corporate activities, i.e. threats of viruses -and phishing and time lost on sorting out emails.

According to Thomas Perry, CEO of PacificHost, "We were losing customers due to spammers on the servers. The spammers were bypassing our spam detection service and thus our IPs were being blacklisted. Since using the service we haven't had any issues with spammers. SpamExperts expertly filters spam and protects our hosting service for all of our clients."



## Customer profile

<b>Company</b>	PacificHost
<b>Location</b>	Elk Grove, United States
<b>Industry</b>	Web Hosting
<b>Number of Domains</b>	5,000
<b>Products in Use</b>	Outgoing Filtering
<b>Website</b>	www.pacifichost.com

## Implementation

Based on the reviews and company products, PacificHost decided to utilize SpamExperts to filter mail to -and from their clients to protect their services from outgoing spam and protect their clients from any malicious and spam emails.

*“We decided that SpamExperts was the best solution to the problems we were encountering with our hosting service.”*

## Benefits

Currently, PacificHost is using SpamExperts for almost 6 months and is **successfully filtering their outgoing email**. Moreover, SpamExperts is **preventing their services from being blacklisted** for the full 100%.

SpamExperts' Outgoing Email Filtering **Automatically spot hacked accounts, lock them down, and ensures continuous productivity** of their entire team! What's more, SpamExperts systems is **protecting their networks' reputation** by preventing their users from unknowingly open harmful attacks on other users.

In addition, PacificHost was pleased with the SpamExperts' support team prior, during and after the implementation as the support is always answering in a timely manner.

## Target Reached

PacificHost is more than satisfied with SpamExperts' centralized solutions. SpamExperts' reduced the client churn and prevented PacificHost's IPs from being blacklisted.

*“SpamExperts helped us increase customer satisfaction as it filters spam from our network. SpamExperts prevents our IPs from being blacklisted, resulting in a happy client base.”*

## Next steps

**Contact** us to discuss your email security needs!  
<http://www.spamexperts.com>  
[info@spamexperts.com](mailto:info@spamexperts.com)

Take a **Free Trial** to convince yourself of the quality!  
<http://trial.spamexperts.com>

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For more information and a free trial, please go to

[www.spamexperts.com](http://www.spamexperts.com)