



**SPAM EXPERTS®**  
SIMPLY SPAM FREE

# **CASE STUDY**

# **EXABYTES**

# EMAIL SECURITY IN THE CLOUD OR ON-PREMISES

## INCOMING » OUTGOING » ARCHIVING

### Local Cloud » SaaS Managed E-mail Security on your own premises » Incoming & Outgoing Filter » 4-tier Control » API » Clusterable » Synchronized » Scalable

Filtering spam has undoubtedly become of utmost importance for webhosting providers. While Incoming Filtering is almost common commodity, Outgoing Email Filtering is equally important to maintain a company's good reputation. Not being able to send outbound email, dealing with related user support, and spending effort on getting de-listed are all very time-consuming and costly undertakings that webhosts shouldn't be dealing with in-house. That's because, while there are many important components in a webhosting provider's offering, professional incoming and outgoing email filtering services are at the core.

#### Quick Read

Exabytes has specialized in providing web hosting services since year 2001. Ranked no. 1 in Malaysia since 2005, Exabytes now serves over 60,000 customers (from individuals, students, small & medium size businesses, to government and public listed companies) in 121 countries and manage over 1000+ Servers with 100,000+ websites, 1,000,000+ email accounts. Its products include the latest Cloud Hosting, Domain Name Registration/Renewal, Business Web & Email Hosting, Reseller hosting, Easy.MY hosted E-Commerce Solution, CDN, EBuzzzz Email Marketing, Premium Business Email hosting with Exchange ActiveSync, InstantWebsite, VPS Hosting, Dedicated Servers, Co-Location services and SSL Web Certificate.



#### Challenges

Exabytes is Malaysia's number one webhosting provider and as such has long understood the importance of maintaining a high level of IT security to protect its clients against the potential impact of cyber crime, in terms of both cost to its business and reputation damage. Exabytes started by using built-in spam filtering provided by the control panel and/or vendor. The number of blacklisted IPs was on a constant growth resulting in numerous complaints from clients whose emails were compromised and blocked and a huge work volume for the support desk who had to manually re-route emails to clean IPs so that they can get delivered. Finding and stopping any spam outbreak emails going out from its border network become a mission critical priority for Exabytes.

#### Customer profile

<b>Company</b>	Exabytes
<b>Location</b>	Malaysia
<b>Industry</b>	Web Hosting
<b>Number of Domains</b>	over 200.000
<b>Products in Use</b>	Local Cloud, Incoming and Outgoing Filter
<b>Website</b>	<a href="http://www.exabytes.com">www.exabytes.com</a>

## Implementation

It is therefore no surprise that in 2012 the company chose SpamExperts, a world leader in email security, to protect its network and email gateway from spam and blacklisting. SpamExperts offered the Local Cloud solution which is installed in front of the webhost's infrastructure, creating a security wall for both incoming and outgoing emails. As of the large number of filtered domains, SpamExperts installed the solution on 4 unlimited servers allowing one central management control cluster, and the possibility to add more filtering servers as the number of domains increases. One year later, Exabytes upgraded its outgoing filtering license by 10 unlimited servers. The software is managed by SpamExperts, whereas the client receives 24/7 real-time updates and support.

## Benefits

What Exabytes needed was an email security strategy in order to safeguard its users from malware attacks and most importantly protect their network and IP reputation from being blacklisted on major RBLs. The SpamExperts Local Cloud scores on excellent filtering efficiency and full solution management.

Multi-tier email protection at Exabytes now extends from web and email gateway to outgoing servers, safeguarding its IT infrastructure from all types of threat. The number of support tickets for email issues has reduced tremendously. Due to the central control server, time spent on manual configurations has diminished to the minimum, as all incoming and outgoing email is directed through SpamExperts filtering software. Exabytes' support team can make adjustments by simply hitting a few keystrokes, gaining important time to be invested in other aspects of the business.

## Target Reached

Andy Saw, COO of Exabytes, comments: "SpamExperts helps us protect our hosting business by improving our network IP reputation and reduce our major support cost and time needed to filter and asses IP blacklisting and find internal spammers." He adds, "SpamExperts was able to ensure that the roll-out ran smoothly at all stages, and the support team played an active role in assisting us with the configuration and troubleshooting".

## Next steps

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Contact us to discuss your email security needs!  
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