CASE STUDY
M247

Local Cloud » SaaS Managed Email Security on your own premises » Incoming Filter » 5-tier Control » API » Clusterable » Synchronized » Scalable

Offering robust email security systems is an important added-value service for any web host due to the growth of spam and related threats. As email is business critical and the main communication channel, it should be secured by premium email security, consisting in inbound and outbound filtering and email archiving.

Quick Read

M247 is a leading provider of Internet infrastructure services in Europe and operates three state-of-the-art data centers on Trafford Park in Manchester and Bucharest, as well as an extensive high-capacity European backbone network spanning Manchester, London, Amsterdam, Frankfurt, Brussels, Paris, Prague, Budapest and Bucharest. M247 is a fast growing, privately owned company run by the original founding directors. The company has over 10 years of experience in designing, deploying and managing complex Web Hosting platforms for some of the world's largest websites.

For more information, please visit their website.

Challenges

Spam was a major problem for M247 which drove their staff to spending lots of their time fruitlessly trying to fix the problems it caused. As their customers became unhappy with the services, the team needed a solution that would fix the problem immediately, restore their customers' faith and repair their dented reputation to deliver a quality service free of spam. The company primarily used a solution from a competitor, but quickly ran into issues with its stability, limited feature set and poor success rate in preventing spam from reaching the mailboxes of their customers. They soon started researching more robust and professional spam filters and came across SpamExperts anti-spam filtering.

Customer profile

Company	M247
Location	Manchester, United Kingdom
Industry	Web hosting/Connectivity
Number of filtered domains	5,000 domains Incoming
Products in Use	Local Cloud, Incoming Filter
Website	https://www.m247.com/

Implementation

M247 has been a client since 2014, when they fully replaced all their spam filtering products with SpamExperts' Inbound Filtering solution in the Local Cloud configuration, utilizing its extensive APIs to integrate the solution in their infrastructure and customer control panels. The reason the team chose the Inbound Filtering solution in the Local Cloud configuration because it met three key requirements: M247 needed a solution that worked at the right price point, fully maintained and kept updated by its supplier and hosted locally, on their own hardware in their own data centers.

Benefits

After the initial implementation and trial period, the team were so impressed and confident in the suitability of the solution that they decided to replace all other spam filtering products used in other areas of the business (such as MailFoundry appliances), upgrading to a larger license to cover the increase in filtered domains.

"The Inbound Filtering solution has solved our problem, its stable, scalable, requires no time or effort in maintenance and, most importantly, it successfully prevents spam reaching our customers mailboxes all whilst offering those customers a premium, feature rich experience," explained Warren Ashcroft, M247 Hosting Director.

Target Reached

"We cannot fault the quantity and most importantly quality of support provided by SpamExperts during implementation and after. Although the solution works so well, we rarely have a need to utilize this resource, but knowing it is available if needed is reassuring. SpamExperts Inbound Filtering is a spam filtering solution that actually works right out of the box," concluded Ashcroft.

Next steps

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SIMPLY SPAM FREE

SpamExperts B.V.
Rokin 113-115
1012 KP Amsterdam
The Netherlands

Phone +31 20 820 0004
Fax +31 43 711 3801
info@spamexperts.com

For more information and a free trial, please go to
www.spamexperts.com