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## **CASE STUDY**

# **CYBERSPACE NETWORKING SYSTEMS**

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

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

Filtering spam has undoubtedly become of utmost importance for hosting services providers who nowadays face complaints from end users about junk email in their inboxes, even if that is an isolated event. In this case, the reporting feature that an email filtering provider should offer is a good way to show end clients the real spam catch rate and what they would have to face without an email security system in place. That's because, while there are many important components in a webhosting provider's offering, spam filtering is at the core.

### Quick Read

Cyberspace is one of India's leading email and web solutions providers, allowing clients to fully focus on their business and leave their email system management to Cyberspace! The company provides various cloud based services, including Hosted Exchange, POP-IMAP Based Shared Mail Solutions, Email Encryption, Email Disaster Recovery, Email Continuity, Email Archiving, Cloud Hosted Solutions, Dedicated Hosting Solutions, SSL Security Solutions, Managed Backup Services.



### Challenges

Focusing their business on email services and solutions, Cyberspace had to deal with a large amount of spam and phishing attacks. Despite an existing filtering software in place, system administrators were spending a considerable amount of time going through the junk email folders manually, which created a lot of frustrations and reduced the productivity of all employees. Mrs. Sarita Khaneja, the company CEO, recognized that Cyberspace lacked a professional anti-spam solution which would automatically intercept offensive and annoying spam email without any intervention from the internal team.

### Customer profile

<b>Company</b>	Cyberspace Networking Systems
<b>Location</b>	New Delhi, India
<b>Industry</b>	Hosting
<b>Number of Domains</b>	5.000
<b>Products in Use</b>	Local Cloud, Incoming Filter
<b>Website</b>	<a href="http://www.cyberspaceindia.com">www.cyberspaceindia.com</a>

## Implementation

Knowing that the right solution was out there, Cyberspace envisioned a scenario in which an anti-spam security wall would be installed on a local hardware, yet the software would be fully managed by the email security provider. In 2011, learning about SpamExperts at WHD.Asia industry event, Cyberspace started a free trial to get a good sense of the tool. Upon completion of the trial and go-ahead from management to purchase, SpamExperts' support installed the Incoming Filtering Local Cloud; the solution is fully clusterable, allowing one central management server, and adding more filtering servers as the number of filtered domains increases. Due to the central control server, time spent on manual configurations has been reduced to the minimum, while the filtering accuracy is very high. In 2013, Cyberspace decided to increase the number of filtered domains via SpamExperts to 5.000.

## Benefits

The implementation of SpamExperts solution resulted in more value-added services to Cyberspace clients, as nearly 100% of the spam is filtered before reaching the internal IT network.

Moreover, due to the highly competitive domain-based pricing for service providers, allowing savings of up to 80% of their email-security expenses and thereby increase their potential margin by the same amount, Cyberspace was able to offer incoming email filtering services to end-clients at a very low cost. The log-search tool which provides the status of any email that passed through the systems is extremely useful for Cyberspace and end-clients. Quarantine items can be viewed via web, or in periodic protection reports which summarize spam and viruses that the filtering service has protected the domain from, with direct release from quarantine options. Besides costs and easy management of the solution, another major benefit for Cyberspace is the user-friendly GUI with 4 levels (admin, reseller, domain, email-address level) which supports multi-branding, making the product very easy to resell.

## Target Reached

"Moving to SpamExperts has saved us time, reduced spam reaching customer mailboxes, and has given us a viable option to enhance our hosting value proposition to end clients, by including email filtering. Thus, we have managed to boost our competitiveness on the continuously evolving Indian market. Our internal team is able to focus now on the company's main service functionalities without wasting time dealing with spam. Going forward, Cyberspace will continue to work with SpamExperts to increase our end-client satisfaction, and ultimately reduce churn rates.", says Sarita Khanenja, CEO of Cyberspace.

## Next steps

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Contact us to discuss your email security needs!  
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