



Customer Case Study

CanberraNET eliminates spam and viruses, while securing their customer's privacy

CanberraNET is a Canberra based ISP and hosting company that provides Internet access, Hardware and Software, website design and hosting and IT support, for both residential and business customers. Initially, CanberraNET relied on a free Anti-Spam filter that was part of the mail server software.

“Getting it to work took a lot of hassle and it just didn't block enough of the spam and only caught about 10% of it. It either didn't catch much or once you raised the bar it started to block the legitimate mail and you had to create exceptions. It required to be trained that way and that was an administration nightmare. You had to tweak and train it every day which is unacceptable in a commercial environment”, says Stuart Ramshaw from CanberraNET.

CanberraNET also examined an outsourced service that filters per mailbox: “We trialed this service but customers were just not happy with it. It seemed to work but wasn't blocking enough of what we expected it to. It was also an administration headache as every mailbox that was created needed to be updated on the outsource service provider as well and re-routed through their service”.

“Not only were we concerned with the fact that all mail is going through another company, we also needed to give them information about all of our customers. Administration was complex and the privacy and confidentiality issues were major sticking points for us”.

“Then we discovered PineApp's Mail-SeCure solution. It took less than one hour to setup the appliance and it started to work right away. It didn't require any special tweaking or configuring. Any issues were handled by the friendly and helpful 24x7 support that can remotely configure and update the appliances. It was easy to use and doesn't require any fine tuning. We save the configuration on a file and we can always swap appliances if we need to. Users that were put on the appliance were extremely pleased as email spam and virus problems are virtually eliminated”.

“PineApp provided great assistance from the technical understanding point of view and in assistance to helping us secure the finance for the

“PineApp's solution provided us with the best solution to protect our customers from email attacks.

Helpful, professional and highly successful solution is the best way to describe PineApp's offering.”

Stuart Ramshaw,
CanberraNET



IN A BRIEF

The Customer:

Canberra ISP and hosting company servicing residential and business customers.

The Challenge:

Easy to manage, affordable solution to eliminate spam for customers.

The Solution:

A Mail-SeCure 3020 unit was deployed. It eliminated spam and viruses, and created a new service and revenue stream for CanberraNET .

solution. I feel like we definitely have the best solution which is virtually like having an out-sourced service yet it is in house”, concludes Mr. Ramshaw.

Mail-SeCure’s unique solution combines a number of technologies for a comprehensive solution against all types of spam. Fighting spammers has become a challenge as spammers are constantly improving their technologies to bypass anti-spam systems. Mail-SeCure has a multi layered anti-spam system, enhanced by Recurrent Pattern Detection (RPD™) technology. All incoming mail undergoes an in-depth analysis by the different anti-spam layers.

Mail-SeCure identifies at least 99% of incoming spam and immediately responds to it by blocking or tagging it as spam, in accordance with the organization’s policy. By combining anti-spam technologies with advanced policy management, PineApp has reduced the false positive ratio to almost zero.

Mail-SeCure’s unique heuristic worm-detection engine, coupled with F-Secure™’s award-winning Anti-Virus scanning engine provides full protection against known and unknown security threats. PineApp has also integrated the Zero-Hour™ virus and threat protection technology. This unique technology identifies and blocks newborn viruses and worm outbreaks within minutes.

PineApp’s Mail-SeCure provides the best security solution available today. We have numerous installations of these devices in Australia and New Zealand and all customers are extremely happy. PineApp constantly monitors these appliances and not only can we remote configure it, we can also identify potential problems and treat them without causing interruptions to the customers’ business”, says Ling Ang – PineApp Regional Manager.

“For ISPs this is extremely attractive as not only does this enable the ISP to create a new service and control pricing (as opposed to filtering services that charge per mailbox), it also ensures they do not jeopardize their customers’ privacy. It’s the best win both financially and technically for themselves and their customers. We are expecting many more customers and channel partners to start using these devices”, states Ms Ang.

About Mail-SeCure 3020

Mail-SeCure 3000 series appliances protect midsize businesses’ networks (up to 750 email users) from both targeted and non-targeted email-related threats.

Mail-SeCure™ is equipped with cutting-edge perimeter security engines that focus on stopping the vast majority of threats by looking at the credibility of their sources before they penetrate the customer’s network. PineApp’s perimeter security approach helps save a substantial amount of system resources previously wasted on unnecessary content inspections. Mail-SeCure provides system administrators with the tools to handle both email-borne threats and a variety of email-related administrative tasks.

About PineApp

PineApp is a leading security solution provider for Information Technology. PineApp offers comprehensive appliance solutions for all-sized organisations and a DRP (Disaster Recovery Plan) solution. In addition, PineApp’s Managed Service package enables service providers to offer advanced email management and protection services to customers on remote sites. Founded in 2002, PineApp is headquartered in Israel, with branch offices in the US, Canada, UK, Spain, Italy, France, Russia and India and distributors in more than 50 countries.