



Enhancing and consolidating their messaging security technology has enabled MXSweep to increase end-user protection while enjoying the cost-reduction and technical benefits a single vendor solution has to offer.

## Consolidated Messaging Security – Case Study

### ABOUT MXSweep

MXSweep, founded in 2006, is a global provider of SaaS Internet Security & Compliance services including email security & encryption, email content control & compliance, email disaster recovery, email & archiving, and web & mobile security.

- Services: Cloud-based via online SaaS provisioning and billing platform to SaaS distributors and resellers.
- Customers: Over 3,500 SME, corporate and public sector.
- Locations: Provide services in more than 16 countries.

### THE PROBLEM - INCREASING SPAM AND MALWARE THREATS

Commtouch Anti-Spam and Zero Hour Virus Outbreak Protection have been an integral part of MXSweep's secure email SaaS offering since its launch in 2006. Four years after introducing their service, MXSweep was looking for additional Internet security services it could offer its customers to address changing Internet threats, while lowering operational costs and removing unnecessary overhead. MXSweep wanted to provide improved antivirus protection, lower incoming bandwidth by blocking unwanted emails at the perimeter, and protect customers from blacklisting as a result of unsolicited mails sent by spammers taking advantage of their network.

### THE SOLUTION – COMMTOUCH'S CONSOLIDATED MESSAGING SECURITY SUITE

MXSweep looked into alternative options, such as developing the necessary solutions in-house or licensing a third-party; however after working with Commtouch for several years and being pleased with the technology and support they receive, decided to expand the relationship to encompass additional Commtouch products. MXSweep selected Commtouch's **GlobalView™ Mail Reputation Service** to block unwanted mail at the network perimeter, **Outbound Spam Protection** to prevent spam from being sent from its networks, and Commtouch **Command Antivirus** for malware protection.

As part of Commtouch's consolidated Internet security suite, these new solutions, in combination with the existing security solutions MXSweep was already operating, provide the highest level of protection against existing and future threats. Furthermore, a single-vendor solution offered MXSweep a single point of contact for all support, training, finance, and ongoing maintenance matters, while significantly reducing management overhead.



“When we looked to expand our messaging and malware security offering, it was a no brainer to expand with Commtouch’s consolidated messaging security suite. Commtouch’s solution enables us to offer our customers enhanced protection against today’s growing threats, while we realize reduced costs and the service & support only a single-vendor can offer.”

Jeff Doyle, Director of Operations  
**MXSweep**

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## BUSINESS BENEFITS

Utilizing a single-vendor consolidated security suite, MXSweep was able to realize a number of business benefits:

- **Leading protection:** The use of multiple, cross-enhancing security solutions offer the highest possible protection from current and evolving spam and malware threats.
- **Single-vendor support:** Rapid, 24/7 response for all malware and messaging security support issues by dialing a single number.
- **Reduced total cost of ownership:** The consolidated solution reduces infrastructure costs – fewer running services cut hardware requirements, while reduced inbound traffic lowers bandwidth and storage needs. Operational overhead is also reduced in areas such as accounts payable, support and training.
- **Improved customer care:** Commtouch’s automated, real-time detection ensures complete customer satisfaction, reducing customer service and help-desk calls.



**Antispam** - Protect against spam & phishing outbreaks in real-time.



**Zero Hour Virus Outbreak Protection** - Block email-borne malware outbreaks in real time.



**GlobalView Mail Reputation** – Block unwanted email traffic at the network perimeter.



**Outbound Spam Protection** - Block and eliminate outbound spam & spammers.



**Command Antivirus** - Protect against malware threats

## TECHNICAL BENEFITS

Commtouch’s consolidated security suite also provides improved protection and resource utilization:

- **Reduced bandwidth:** GlobalView Mail Reputation has dramatically reduced downstream load on MXSweep’s mail servers by blocking upwards of 80% of inbound email at the perimeter.
- **Improved detection:** MXSweep customers enjoy added protection from the cross-enhancing that takes place between the Commtouch products in the suite.
- **Lower False Positives:** MXSweep’s customers benefit from a uniquely low rate of false positives, saving them from the potential lost revenue of having an important mail mistakenly blocked.
- **Real-time spam protection:** Commtouch RPD™ Technology automatically blocks spam in the earliest moment of an outbreak without the need to wait for vendor updates, ensuring customers are always protected.
- **Unsurpassed high availability:** MXSweep has experienced 100% availability of Commtouch solutions for over four years.

“The superlative technology Commtouch offers for combating spam goes without saying; but beyond that, the technical and marketing support we receive is extraordinary. And the fact that we are using multiple Commtouch security offerings reduces our overhead and increases our satisfaction even more.”

Jeff Doyle, Director of Operations  
**MXSweep**

## ADDED VALUE PARTNERSHIP

In addition to business and technical benefits, MXSweep effectively utilizes a variety of sales and marketing resources Commtouch offers its partners. These tools help to further position MXSweep as a leading managed security services provider by providing customers with valuable real-time global threat information as well as highlighting the advanced, complete email protection MXSweep offers.

