



## Mail2World Bandwidth Costs Drop By 80%



### About Mail2World

Mail2World, Inc., designs, delivers and supports an award-winning suite of carrier-class, Web-based, private-label messaging and collaboration services. With the richest feature set in the industry, Mail2World's customer base includes hundreds of reputable brands and prominent organizations from around the world, such as publicly-traded corporations, telecom carriers, mobile operators, and some of the most-recognized universities and online social portals.

Founded in early 2000, Mail2World has provisioned 100,000+ domains and currently manages an average of 330 million message transactions per day (10 billion messages each month). Custom-engineered to handle hundreds of millions of active mailboxes, the Mail2World Messaging Hosting Platform addresses the increasing need for advanced, ultra-reliable and cost-effective messaging and collaboration services in global organizations, small and medium-sized businesses, and large-scale service providers.

### The Problem

The load of spam was impacting Mail2World's ability to deliver mail to its customers (ISPs, carriers and businesses) in a timely fashion. Their help desk was spending too much time dealing with false positives and removing viruses customers got via email. Customers were also getting blacklisted by bots that had compromised email accounts and began sending high volumes of spam. Their costs for managing email infrastructure were becoming unpredictable and difficult to manage.

### Commtouch Solution

Mail2World licensed Commtouch's Anti-Spam SDK and Zero-Hour Virus Outbreak Protection. Mail2World had to do very little to integrate Commtouch technology into its environment. Commtouch provides four categorizations for emails to Mail2World: Confirmed Spam, Spam, Confirmed Virus and Suspected Virus. Confirmed Spam and Confirmed Virus emails are immediately deleted. Spam and Suspected Virus emails are tagged and forwarded to Mail2World servers. Mail2World wrote code to open the mail headers to look for these classifications and send those tagged messages to quarantine. Mail2World also made some changes to MX records and some backend DNS servers.

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## The Result

As a result of implementing the Commtouch solution:

- Commtouch eliminates approximately 95% of incoming emails, dropping per user bandwidth costs by 80%
- Commtouch is able to quickly absorb and eliminate attacks of very large messages which reduces their overall bandwidth costs and any potential latency for legitimate customer messages.
- Calls to the help desk for email related problems have dropped significantly
- In the event of network issues/latency or downtime, Commtouch holds the messages until the system is back to normal. This additional flexibility and control further enables Mail2World's carrier and ISP customer's to know that all of their customer messages will arrive safely.

*"As part of our multi layer protection strategy, our operations team relies on Commtouch to scale automatically to quickly absorb and eliminate new spam outbreaks. Commtouch's technology further enables us to reduce our bandwidth costs and ensure that our customers do not know when spam storms hit."*

*- Kamil Asfour  
Director of IT Operations*

## Technical Configuration

The Mail2World Messaging Hosting Platform is a comprehensive email and collaboration solution developed in-house at Mail2World by a team of highly skilled, Microsoft®-certified system architects and software engineers. The highly scalable, multitier platform is based on Microsoft Windows® Distributed interNet Applications (DNA) architecture with extensive use of relational databases (SQL 2005) and stored procedures, middle-tier business components (COM), and Windows Server 2003 Internet Information Server (IIS) running Active Server Pages (ASP) for Web content delivery and APIs. Non-Web interfaces (SMTP/POP/IMAP) rely on Microsoft's .NET framework.

The Commtouch ctasd engine runs on standard HP servers with dual-CPU, quad-core Intel XEON processors and 8GB of RAM using Fedora Linux.