Case Study: Spam Filtering Services August 2010

Customer Profile

Stealth Security Ltd, Security Services based in Hamble, Hampshire.
Stealth Security is a small business comprising 15 remote and office based users delivering 24 hour mobile and static security services to large corporate clients in the UK. Remote Regional Managers and office based staff use Microsoft Outlook clients connected to Microsoft Exchange for email communication

Requirement Background

Apart from a general need for an Anti-Spam solution to reduce the volume of spam received, Stealth Security required help to find out why some of their email was being returned as "undeliverable". We found that Stealth had been placed on several Realtime Black Lists (RBLs) because one of their PCs had been compromised and was sending out thousands of unsolicited spam messages.

Solution

We reconfigured Stealth's Exchange Server to by-pass the RBL listings and send outgoing mail via our Spam Filter, which uses a known reputable source. We ensured that the network was clean of "botnet worms" and re-pointed Stealth's MX record to deliver incoming email via our spam filter. After the mail had been fully secured we requested delisting from all affected RBLs.

Benefits Gained

Stealth's outgoing email service was immediately restored, which was a major priority at that time. Using BTP's spam filter ensures that Stealth's outgoing mail will always be free from RBL disruption. Incoming mail is now free from spam and is virus checked before arriving at the Exchange Server. Stealth's users now have the ability to configure their own individual spam preferences.

Hardware, Software and Technologies

Stealth's SBS Server
BTP's Proprietary Licensed Cloud based anti-spam service
BTP's Help Desk Services
Web based client portal

Customer Comments

"I was very impressed with the speed and efficiency with which BTP was able to get my email flowing again. Without their expertise and fast response my business could have lost clients".
Hugh Williams, MD, Stealth Security Ltd

BTP Filter

BTP Filter is part of the **BTP Online** range of services. This managed service is ideal for businesses who don't employ their own technical resources because BTP can handle everything from the initial setup to adding and deleting mailboxes and fine tuning the filters. For customers who do have their own technical resources, the web interface allows them to get involved with the configuration of individual spam preferences such as whitelists and blacklists. Should the delivery service encounter problems with the Exchange Server, a web interface provides the ability to store, view and reply to up to 10 days worth of incoming email as well as send new mail. The stored email history is downloaded once the Exchange Server is back on line.