



M86 Security's MailMarshal Helps YourASP Protect its Customers from Malware

Client:

YourASP

Number of Users:

2,000 customer mailboxes

Requirements:

Email Filtering

Filtering Solutions:

M86 MailMarshal SPE

“All emails go through to our customers spam- and virus-free, and the product does exactly what it's supposed to do.”

Alexander Liffers, chief technology officer, YourASP

Background

YourASP is one of Australia's leading and most innovative application and Internet service providers. Based in Perth, the company hosts custom software applications and delivers them to customers over the Internet. Since 2000, YourASP has been hosting and delivering Managed Security Solutions, Managed Microsoft Exchange and Email Archiving.

Managed Microsoft Exchange is one of YourASP's key service offerings and the company currently manages more than 2,000 mailboxes for customers across APAC using a multi-tenancy set-up. To complement its hosted Exchange offering, YourASP offers customers a hosted email screening service that assists in managing spam, screens for virus and malicious code attacks, and also filters content.

Today, email is the most prevalent form of business communication. For many companies, it is a mission-critical resource that is vital to daily operations. However, spam, viruses, hackers and other threats have tarnished its effectiveness.

In order to ensure it continues to deliver the highest level of email security, YourASP needed a robust and highly scalable hosted email screening solution that would support its extensive partner channel.

The Challenge

Previously, YourASP outsourced email screening services to MailGuard*, but became frustrated by the lack of ability to control and diagnose the internal functionality of the product. This made it impossible to provide the same level of service and support to their reseller channel across all email services. In addition, MailGuard dropped their existing third-party, vendor-supported anti-virus engines in favor of open source services.

“A hosted service is a service, and not a one size and shape product that fits all. As our customer base grew, so did our email security requirements,” said Alexander Liffers, Chief Technology Officer, YourASP. “Our customers wanted fast responses to their queries regarding quarantined emails or requested changes to policies. Due to the nature of the product, any inquiries from our customers had to be logged with McAfee's customer service and a response typically came through a few days later.”

The key drivers in selecting M86 MailMarshal SPE included:

- It enabled YourASP to host a solution alongside its other services
- It provided support for a reseller channel model (which is MailMarshal SPE's exclusive go to market method)
- It provided YourASP with the ability to completely control every aspect of the screening service
- It allowed product control and flexibility to be passed onto resellers

“MailMarshal SPE generates a large number of log files for customers and individual users which are detailed and easily accessible by our staff. This has allowed us to track emails step-by-step if queried, and provide responses to customers in a much more timely fashion than previously.”

Alexander Liffers, chief technology officer, YourASP

“We needed a more efficient service that met a number of key selection criteria. Paramount in this process was having a solution that was delivered by a trusted vendor, able to provide us with the tool set to provide our customers with out-in-the-cloud screening, cleaning and quarantining,” Mr. Liffers said.

M86’s MailMarshal SPE is a business enablement solution for Managed Service Providers and ISPs. It allows them to offer complete end-to-end, hosted email security services to customers and partners. MailMarshal SPE provides email filtering, anti-spam, anti-virus, encryption, pornographic image detection, policy compliance, email archiving and reporting services within a centrally managed, highly scalable architecture.

As a service provider, it is important for YourASP to be able to offer the highest levels of assurance and reliability for its customers. MailMarshal SPE offers network uptimes of 99.999 percent, spam blocking rates for 99.5 percent and better, and a range of virus and spyware scanners that successfully block viruses.

MailMarshal SPE also provided YourASP with the option to offer customers the ability to define their own whitelists for domains and email addresses. Resellers have the opportunity to have their own rule and policy packages that they can then apply to their customers.

“We went through a thorough research and review process during which we trialed a number of different products. Only MailMarshal SPE satisfied all of our criteria,” Mr. Liffers explained.

The Solution

YourASP began implementing M86 MailMarshal SPE in September 2008. In addition to offering YourASP customers hosted high-quality, professional email security services that they wouldn’t normally be able to implement for themselves, using MailMarshal SPE has also enabled the company to provide improved customer service. YourASP staff is able to use the comprehensive log files provided by MailMarshal SPE for diagnostics and troubleshooting.

“MailMarshal SPE generates a large number of log files for customers and individual users which are detailed and easily accessible by our staff. This has allowed us to track emails step-by-step if queried, and provide responses to customers in a much more timely fashion than previously,” Mr. Liffers said.

Administrative auditing in MailMarshal SPE tracks who has made changes to security settings, when, and all incoming and outgoing mail is retained for compliance, disaster recovery and business continuity purposes. Furthermore, email archives are searchable by either YourASP or its customers, allowing all emails to be retrieved on demand.

Multi-tenancy Compatibility

MailMarshal SPE is a true email content security solution for deployment in large multi-server environments. MailMarshal’s unique Array Manager architecture allows centralized administration and policy control, and consolidated email handling across multiple email processing nodes. The centralized array makes it easy for YourASP to manage policies, user accounts and messages spread across multiple servers.

“Because the product has the ability to link multiple email services together into clustered, load-balanced arrays, it assists YourASP in managing thousands of email accounts and hundreds of thousands emails each day. MailMarshal SPE is a highly scalable solution and can support any number of users, whether they are using it in conjunction with YourASP’s Hosted Exchange service or as a cloud scanning service for their in-house mail system,” Mr. Liffers explained.

Enable Personalized Policies and Reporting

With MailMarshal SPE, YourASP can preset levels of policy control or individually tailor policies for each customer for inbound and outbound emails. The solution also provides YourASP's customers the ability to produce their own email security reports.

"YourASP's customers can see how much spam has been filtered out for them or how many viruses have been blocked. They can also generate custom or scheduled reports for bandwidth or for messages classified by user, trends, domains or the most active users. Overall feedback from YourASP's customers following the implementation of MailMarshal SPE has been very positive. So far, we've had no requests from our customers to go back to MailGuard. All emails go through to our customers spam- and virus-free, and the product does exactly what it's supposed to do," concluded Mr. Liffers.

* MailGuard is a third-party company that provides hosted email screening services built by McAfee using custom code and heuristics along with some off-the-shelf products such as Sophos and McAfee for AV (McAfee now dropped for ClamAV). It is similar to Postini/Google and MessageLabs.

ABOUT M86 SECURITY

M86 Security is the global expert in real-time threat protection and the industry's leading Secure Web Gateway provider. The company's appliance, software, and Software as a Service (SaaS) solutions for Web and email security protect more than 24,000 customers and over 17 million users worldwide. M86 products use patented real-time code analysis and behavior-based malware detection technologies as well as threat intelligence from M86 Security Labs to protect networks against new and advanced threats, secure confidential information, and ensure regulatory compliance. The company is based in Orange, California with international headquarters in London and development centers in California, Israel, and New Zealand.

TRY BEFORE YOU BUY

M86 Security offers free product trials and evaluations. Simply contact us or visit www.m86security.com/downloads



Corporate Headquarters

828 West Taft Avenue
Orange, CA 92865
United States
Phone: +1 (714) 282-6111
Fax: +1 (714) 282-6116

International Headquarters

Renaissance 2200
Basing View, Basingstoke
Hampshire RG21 4EQ
United Kingdom
Phone: +44 (0) 1256 848 080
Fax: +44 (0) 1256 848 060

Asia-Pacific

Millennium Centre, Bldg C, Level 1
600 Great South Road
Ellerslie, Auckland, 1051
New Zealand
Phone: +64 (0) 9 984 5700
Fax: +64 (0) 9 984 5720

Version 06/13/10