

Summary

Established in 1993 as an IT systems house, Infotech EDV-Systeme GmbH is a privately owned Austrian firm, which entered the service provider market in 1996 to serve the town of Ried im Innkreis and surrounding area. Services provided by Infotech encompass Ethernet broadband access services using their own Ried fiber optic network, managed storage, eCommerce, support, software development and training.

After several requirements from their corporate customers, Infotech started considering providing secure eMail Managed Services. Leveraging on their existing anti-Virus service, they decided to opt for Vircom's Modus™ anti-Spam technology to complete their eMail services.

Rudolf Korntner, Technical Director, shares his thoughts about the product and the results he got from it.

Case Study

Please describe your production environment

In 2003 Infotech had 25 employees. We currently serve thousands of customers (private and corporations). Our initial plan was to secure more than 1000 mailboxes against Spam through our Managed Services offering.

What kind of products were you using before Modus™?

We were offering anti-Virus managed services to our customers. We understood that anti-Spam services would become a major market opportunity. We are recognized in our area for our quality and accountability. These are key elements when it comes to filter and screen customer's eMail. We needed to find a product of which we could trust the quality and the accuracy. We tested several products before deciding for Vircom's modus3.

What decided you to choose Modus™?

- 1st of all: the accuracy.
I can confirm Vircom's claims of 98.2% catch rate with the 99.99% false positive protection. When you deliver anti-Spam as a service, you better have these kinds of numbers if you don't want to have your support team overwhelmed with eMail issues.
- 2nd: Self-managed.
We don't have to write filters, nor to release messages that were caught, nor to answer phone calls about messages possibly caught but that were never sent.

Describe the most significant benefit you are getting from Modus™

When you are a Service Provider like us, the benefit you are getting from a service depends on your customers' reaction. After only 2 month of running the service we needed to triple our planned service capacity. I guess this gives a good idea of our customers' feedback and our satisfaction.

What do you think of the SCA engine?

Before choosing for Vircom, we tested it against other anti-Spam solutions. The Modus™ technology was just the best one. But, today, I could summarize it by stating: "more customers and fewer complaints".

What is (are) your favourite feature(s)?

- User-level quarantine
- User-level whitelists/blacklists
- Multi-level authority delegation (WebAdmin)

Have you had to contact Vircom's customer support? If yes, how was your experience?

Yes, I have contacted Vircom Europe for several reasons. You always expect to have a good sales support, but your main concerns are on the technical support. I have to say that we experienced an excellent service on both ends. I am really happy!

How would you describe, overall, the value of Modus™?

The best "Return on Investment" (ROI) I have seen for an anti-Spam product.

How do you think Modus™ compares to other secure e-mail solutions on the market today?

As we tested different solutions in our selection phase, we decided on three criteria's: accuracy; manageability and price. Vircom's Modus™ won all three categories!

