

Summary

Since 1997, Wyre Forest Computer Solutions Ltd. (WFCS) has been committed to their core activities - Web Hosting, Internet Access (i.e. ADSL, ISDN and Dialup), Dedicated Servers and SonicWALL products. Dedicated to offering a secure and safe environment for each and every customer, WFCS has been awarded "Top 20 Fastest UK Web Hosting Company" for over 2 years.

As an Internet access and web-hosting provider, WFCS faced the challenges that most service providers face: above one million spam messages a day (mainly pornographic) and floods of mail bombs and dictionary attacks wasting their hardware and network resources, resulting in reduced customers email experience and overall performance.

Paul Sillars, WFCS' Managing Director, shares his thoughts about Vircom's ModusGate and how it responded to their email challenges.

Case Study

Implemented solution

Please describe your environment:

"As an earlier ModusGate customer, WFCS missed reporting capabilities and monthly activity reports that their customers demanded. We also saw a decrease in the catch rates and as a result decided to look to an alternative anti-Spam solution. We chose the Barracuda SpamFirewall solution mainly due to the fact several large companies seemed to have endorsed it. Their appliance seemed easy to plug-in, however, after a few months it became clear that this solution could not cope with the level of mail bombing and dictionary attacks we were facing. It was also slow and difficult to add new custom rules, which impacted our service quality.

Please describe the proposed solution:

"WFCS decided to turn back to Vircom's ModusGate which we knew provided excellent perimeter defence. In the mean time, Vircom had released its 4.x version and provided monitoring and reporting capabilities together with improved spam catch rates. We trialled Vircom's solution again and after a couple of weeks decided to migrate our customer base of around 15,000 back to this product".

The Vircom Differentiators

Describe the most significant benefit you are getting from Modus™:

"We now have a very efficient email security solution, cleaning the vast majority of spam with minimal false positives. Its scaleable implementation can grow together with our business. Furthermore, the user experience in dealing with quarantine reports or web quarantine access is straightforward and very satisfactory".

What made you choose Modus?

"Vircom provides excellent defence against different types of email attacks. Furthermore, the ModusGate extensive forward-lookup options allow us easily integrating our services within various customers' environments. As I mentioned already, reporting was a key element in our decision factor as well as the possibility to customize the user's web interface. Some of our partners resell our services under their own brand and therefore the ability to rebrand the interface and reports was a strong influencer.

It was also easy to return to our previous implementation. We knew Vircom, the quality of their products and services. We also came to the conclusion that running software on our own hardware platforms was an implementation that we could better control".

Have you had to contact Vircom's customer support? How was your experience?

"We did indeed contact Vircom's european support several times, either for bug fixes or for configuration issues. We have had superb response times, either indicating the path to the appropriate patch or remote connecting on our system to fix the problem. We have been very impressed".

Conclusion

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

"We could look at two value aspects: the cost and the service provided. On the cost side, we are saving a lot of time and energy as well as considerable amount of bandwidth and hardware resources. Our system administrator only spends about two hours a week managing our email security environment. On the service side, we have improved our overall customer satisfaction, which we can tell from their positive feedback".

