



MAILGUARD CASE STUDY

Carpet Court lay down the law on spam and malware

Challenge

For 18 months, Carpet Court Australia noticed the increased amount of emails with spam and viruses that were entering their mailboxes. Carpet Court relied on their internal mail server for spam and virus filtering, however their IT Manager found that their on premise solution was insufficient for dealing with the influx of spam. This also caused other issues such as excessive internet bandwidth usage due to increased traffic through the network. Carpet Court realised that they were losing an average of 4-5 hours per week of IT resources just dealing with the spam filter, retrieving messages that were in quarantine, testing and monitoring.

Solution

Instead of allowing spam and viruses to play havoc, Carpet Court came to MailGuard requesting a free 14 day trial of MailGuard's cloud based triple email filtering.

Benefits

- Simple to implement with no hardware or software to purchase and maintain.
- 'Report as Spam' functionality ensures a fast way to report emails that are actually spam.
- Reduced internet traffic and no overuse of Carpet Court's internet quota.
- Receiving only safe and clean emails, as well as a much more secure internal business network.
- 24/7 support.

Synonymous with stunning floor coverings, Carpet Court is Australia's largest retail floor covering specialist. Presenting the most up-to-date styles, ranges and designs, when it comes to floors and windows, Carpet Court really have their customers covered.

With over 180 stores nationwide, each locally owned and operated, Carpet Court provide the very best in value, service and advice. This is one of the core reasons why their business relies heavily on email correspondence between customers, suppliers, head office, and other business organisations.

Carpet Court's IT Manager Harry Erawan, stated that their email issues were wasting precious IT resources, and it was the essential need for reliable email services that led Carpet Court to seek MailGuard's assistance. "It was very easy to setup. Email instructions were provided clearly and we didn't even need to contact their support team to complete the service provisioning. It really was that easy!" Erawan says.

Clearly ecstatic with the initial outcome, the long term implications of MailGuard services showed similarly exceptional results. "We were very impressed with our decision to implement MailGuard as our virus and spam filter. Our mail server load reduced significantly, and the user mailbox become 'quiet'. We can now utilise our internet quota for more meaningful business purposes."

Erawan expressed that Carpet Court chose MailGuard for a multitude of reasons. "We were looking for a company who was focused on providing quality support for Australian businesses. MailGuard sprung to mind with their 24/7 support. We knew we were going to be in the best hands. I had also heard very positive feedback from my acquaintances, and they were all highly recommending MailGuard."

Carpet Court found that the ability to report an email as 'spam' without having to login into the MailGuard Management Console, was a beneficial feature. They also loved the fact that there was no hardware to purchase, or software to install or update.

MailGuard achieved and exceeded all of the target requirements set by Carpet Court. Since MailGuard was implemented, the reduction of spam has helped individual stores Australia wide to only receive intended emails for their business, rather than having to sift through to sort the genuine emails from the spam.

"For Carpet Court, the MailGuard experience has been well worth it. We always received quick and prompt responses from Davina (Cloud Security Specialist) and the team at MailGuard. Furthermore, we benefit from the comprehensive reporting which is always executed in a format that is easy to read and understand."

With MailGuard email filtering in place at Carpet Court, Erawan breathes a sigh of relief, because he is assured that the network is secure, business email is protected, and most importantly, his time is freed up to focus on business critical matters.

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Harry Erawan,
IT Manager at Carpet Court

Contact

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