MAILGUARD CASE STUDY
Downs MicroSystems

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Downs MicroSystems employs approximately 30 staff and operates as a bridge between software manufacturers and end users. Systems Engineer Malcolm Rixon says the company strives to provide businesses with a competitive advantage through reduced costs, increase productivity and efficiency which can only be achieved with the latest information communications technology (ICT).

Downs MicroSystems had a problem. The Regional Southern Queensland information and telecommunications company was being bombarded with spam. A lot of it.

"We found that on average 97 per cent of email previously received was spam and we were losing time and legitimate emails through inadvertent deletion," Systems Engineer Malcolm Rixon says.

Despite having a well-known filter in place, a lot of spam was getting through. Downs MicroSystems put MailGuard in place, and the flow stopped.

The best part, Mr Rixon says, is that it was a painless operation.

"Once the application was sent to MailGuard the provisioning team were very helpful. All we had to do was change our MX DNS records to point to MailGuard's servers and to change the smart host on our exchange so that all outgoing mail went through MailGuard as well."

"I have found that MailGuard provides a very economic solution without any time required to configure after it has been put in place.

"In the early days of operation there were some false negatives found but once these were allowed no further problems have arisen."

The company is now both a user and a distributor of MailGuard's anti-spam, anti-virus software-as-a-service (SaaS) solutions.

"Since we've been with MailGuard spam has been reduced to a mere trickle with just the odd spam message getting through the filter. "

"Customers benefit from using MailGuard because spam is stopped prior to delivery, which means they are not wasting valuable bandwidth and user productivity is not diminished sorting spam."

It also avoids being a load on the network.

"It doesn't operate on our servers and therefore frees up valuable hardware resources for other use."

"MailGuard's continual professionalism and support is testament to why the relationship has remained strong. Support issues are resolved quickly and precisely."

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