



CUSTOMER CASE STUDY

Carpet Court





Carpet Court is Australia's largest retail floor covering specialist, each locally owned and operated within the country

With a growing network of 200 stores in every state and territory, Carpet Court relies heavily on email correspondence between franchise managers and employees, customers, external suppliers and C-level execs

Carpet Court's IT Manager was concerned about their email issues, which were wasting precious resources, leading them to seek MailGuard's assistance. As Australia's largest carpet, blinds and flooring centre, it was essential Carpet Court had reliable email services across their Australia-wide operations.

"It was very easy to setup. Email instructions were clearly provided and we didn't even need to contact their support team to complete the service provisioning," says Carpet Court IT Manager, Harry Erawan.

Clearly pleased with the outcome after initial implementation, MailGuard services over the long-term 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. We can now utilise our internet quota for more meaningful business purposes."

Carpet Court chose MailGuard for a multitude of reasons. As Erawan explains, "we were looking for a company 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 all highly recommended MailGuard."

Carpet Court employees found the ability to report an email as spam without having to login into the MailGuard Management Console was a beneficial feature. The fact there was no hardware to purchase, or software to install or update was a strong selling point for C-level executives at Carpet Court.

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Achieving and exceeding all customer target requirements

Since MailGuard was implemented, the reduction of spam has helped individual stores Australia-wide receive genuine email only, rather than sifting through and categorising malicious and junk content.

“For Carpet Court, the MailGuard experience has been well worth it. We always received quick and prompt responses from the Cloud Security Specialists and 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, Carpet Court's IT Manager can rest assured their network is more secure, their business email is protected, and most importantly, their time is focused on higher-priority business critical matters.

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The cybersecurity problem

Over an 18-month period, Carpet Court noticed an increasing amount of spam email and viruses entering their mailboxes. The IT Manager found that their on-premise solution was insufficient, and they relied too heavily on their internal mail server alone for spam and virus filtering.

The solution

Instead of allowing malicious content to enter their internal networks, Carpet Court requested a free 14-day trial of MailGuard's cloud-based email filtering. The results were instantaneous, with a massive reduction in spam, viruses and phishing emails.

The 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.

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