



Case Study - The Hempel Hotel

The Customer

Located in West London, The Hempel is a five star boutique hotel with 50 rooms, 70 staff and a turnover in the region of £5m. Like the majority of top end hotels, The Hempel also comprises of conference and event facilities, along with a restaurant and bar.

The Hempel deploys MXSweep to improve IT performance and email security .

Business Challenges

In business today it is essential that communications are first rate. Hotels in particular need to maintain integrity at all times due to the public facing nature of their business. The Hempel hotel is a 24 hours a day, 365 days a year business and as such cannot afford any downtime at all. Like many businesses, The Hempel has come to rely heavily on email, using it to communicate with suppliers, partners, staff and customers on a daily basis.

However, there was a time when email was proving to be more of a burden than a help. The Hempel's exchange server was being bombarded with literally hundreds of SPAM emails every day, slowing IT performance and exposing systems to the risk of viruses.

The Solution

The Hempel deployed MXSweep Email Protection because it required a solution that could provide secure reliable email filtering. This is provided by removing the responsibility of purchasing, installing and maintaining email protection software or an email security appliance. Instead MXSweep hosts a multi-layered protection service in two enterprise class data centres and provides access to the system via a web portal on a true pay-as-you-go subscription basis.

The move to MXSweep was as simple as changing the MX Records in the domain name server and the job was done. There was zero implementation of hardware or software with the result that there was no interaction with the network or with desktops.

Gareth Banner, general manager at The Hempel explained "Prior to implementing MXSweep we had not previously used any other vendor's solution. We were receiving unacceptable levels of unsolicited email and really wanted a system that could provide effective protection and peace of mind."



Customer benefits

The Security-as-a-Service model requires no initial investment to set up and provides a flexible infrastructure that can be scaled according to the needs of the customer. Cloud computing takes away maintenance and other responsibilities enabling both end users and IT administrators the freedom to carry on with their normal everyday activities. All email is filtered offsite, threats are quarantined and only clean email is relayed to the email server. Email quality is guaranteed by industry-leading detection rates and real time virus and spam outbreak protection. Should The Hempel's email server fail, the MXSweep solution ensures users can always access, compose and send email.

Banner continued "Since deploying MXSweep we have noticed a definite productivity improvement and an increase in end user satisfaction. It provides us with a safety net, inboxes no longer get clogged up and viruses can be effectively avoided. We view MXSweep as a sort of insurance policy. When you talk about ease of use, MXSweep is effortless to use as it is virtually invisible. It works behind the scenes requiring the minimum amount of interaction. We take it for granted really."