



Case Study Intelligent Information Services (IIS)

The Customer

Intelligent Information Systems (IIS) is the largest and most diverse SAP Business One Partner across the UK and Ireland. They are a leading SAP certified Gold partner, specialising in supplying, implementing and supporting SAP Business One software to small and medium-sized businesses. With customers in both the UK and Ireland, IIS is committed to combining a high level of service with a comprehensive software package designed to meet the varied needs of today's SMB market. The company has 22 staff and a turnover of €3m.

Business Challenges

As the amount of spam traffic continues to increase so does the challenge to secure email and IT systems. Spam with viruses, phishing attacks and insecure user activity can all be factors that make this task even more difficult. Like many businesses today, IIS relies heavily on email to maintain contact with customers, suppliers and partners, and cannot afford any downtime at all.

IIS was experiencing significant spam levels, however, it was primarily concerned with the potential viruses that may be hidden within the spam it was receiving. Given how viruses can be very destructive in a relatively short period of time, the company felt the best investment to make was one that would eradicate the spam altogether.

The Solution

IIS deployed MXSweep Email Protection on the recommendation of its current MSP, Typetech. By choosing MXSweep, the purchasing, installing and maintenance of email security is all taken care of by the company's hosting of a multi-layered protection service in two enterprise class data centres and access to the system via a web portal on a true pay-as-you-go subscription basis. As a result of the hosted model the move to MXSweep was comparatively easy and only really involved changing some of the mail exchange records in the domain name server. Due to the lack of hardware or software, interaction with the network and desktops was not necessary.

Morgan Browne, managing director at IIS explained: "When looking for an email security solution we required a system that could offer the same functionality as we had before but without the worries associated with hosting it internally. MXSweep fulfilled these criteria and has been effortless to use. Implementation was a doddle, taking about 24 hours for our IP address to be changed over so that it was routing through the spam filter."



Customer benefits

The Cloud Computing model is one of the MXSweep's key strengths, passing on a host of benefits to the customer. Requiring no initial investment the Security-as-a-Service solution removes maintenance and other responsibilities enabling both end users and IT administrators the freedom to carry on with their normal everyday activities. Email quality is guaranteed by industry-leading detection rates and real time virus and spam outbreak protection. In the unlikely event of an email server failure, MXSweep users are still able to access, compose and send email.

Morgan Browne continued "IIS was suffering large amounts of spam which would clog up our bandwidth when it came into our exchange servers. Long bandwidth delays and system slow down were a particular problem when it came to our remote users."

"The most satisfying result of the deployment has been the complete elimination of spam. By using the SaaS model spam is prevented from even making it to the network and clogging up our bandwidth. The only thing we have to do is check the occasional message which flags suspect emails, but the majority of these turn out to be spam anyway."

"Since implementation we have seen considerable improvement in the speed at which remote users can use our Citrix system. Along with the increase in speed we can say that improved productivity has been a key benefit. This combined with the fact we are effectively running one less server has led to a noticeable cost reduction. One other bonus is the fact that we no longer have to worry about maintenance. Prior to implementation we had a situation when the server went down and we were inundated with a flood of malicious emails. With MXSweep these kinds of incidents are no longer a concern."