"The support from our contact persons at Hornetsecurity is fantastic!"

Andreas Kammerer, Consultant at EPCOS

💬 INITIAL SITUATION

"It was quite normal for between 100 and 120 unwanted advertising emails to make it past the spam filter and into my inbox," says Andreas Kammerer, an internal consultant at EPCOS. "That's why we urgently needed a new solution." With its focus on strategic projects, the ITL IT infrastructure department had more important things to do than deal with something as tiresome as spam every day. It was made unavoidable, however, by the unsatisfactory anti-spam solution that the company was using.

💡 SOLUTION

Since an appliance for some 8000 mailboxes was ruled out from the start on the grounds of cost, the company opted for a software-as-a-service (SaaS) solution. The managed spam filter service from Hornetsecurity means that EPCOS does not need to invest in any hardware or software, nor perform updates, nor carry out hardware maintenance. Hornetsecurity makes sure that its spam filters are always up to date, allowing them to achieve the best possible filter results.

👍 RESULT

As well as being delighted to have found a provider with such professionalism, EPCOS also appreciated how smoothly and quickly Hornet-security was able to implement the hosting solution, which has been in use since April 2009. "At first, you always find that emails are incor-rectly classified and the whitelists need adjusting. That's perfectly normal," says the IT consultant. "With our old solution, we had to comb through it on an epic scale. With Hornetsecurity, it was a lot easier. In addition, we always get a very prompt response from our service provider contacts, who are always very pleasant to deal with and willing to give us information and support. It really works quite wonderfully," Mr Kammerer sums up.

Industry	Manufacturer of electronic components
Product	Managed Spamfilter Service, Email Encryption Service
Company size	26,300 employees
Website	www.epcos.com/epcos-en

HORNETSECURITY ®

"With the Hornetsecurity spamfilter service
we practically don't have to take care of our spam protection."

Tobias Pfau, team leader IT infrastructure

💬 INITIAL SITUATION

Previously, Hymer AG had used a two-stage security solution to protect its employees from spam and viruses: an email gateway with an integrated virus scanner, and a spam appliance to keep mailboxes clear of unwanted messages. Although the spam protection had a relatively high detection rate, this dual configuration led to a severe deterioration in performance, as mail queues were often used at full capacity – and sometimes overloaded. Situations like this would cause considerable delays to email delivery and receipt as administrators were unable to access the queues manually, and they consequently cost the administrators a great deal of time.

💡 SOLUTION

The Hornetsecurity spam filter service works from the cloud to remove unwanted messages from email traffic. The IT security specialists guarantee a filter rate of 99.9% for this – one of the best detection rates on the market. Using an integrated virus filter the spam filter service also protects against viruses, phishing emails and other malware. High-availability cloud infrastructure ensures that mail queues cannot be overloaded. All Hornetsecurity services are provided entirely from German data centres, with no effort required from the customer. Via the control panel customers can view their overall email traffic and spam statistics.

👍 RESULT

Hornetsecurity ticked all the boxes for Hymer AG: a German provider that offered an affordable and powerful solution along with good support. Changing to the Hornetsecurity spam filter service also allowed the company to eliminate the problem of overflowing queues and the resulting delays. Now the main responsibility for members of the Hymer IT infrastructure team is to track down missing emails for employees, and the Hornetsecurity control panel offers the team ideal assistance with this. Hymer AG was also pleased with the additional protection provided for its infrastructure by the integrated virus filter. "This significantly reduces the load on our existing virus protection while doubling the safeguards," says Tobias Pfau, IT infrastructure team leader at Hymer.

Industry	Manufacturer of mobile homes
Product	Managed Spamfilter Service, Web Filter Service
Company size	2,600 employees
Website	www.hymer.com/en

≡HYMER

CONCORDIA VERSICHERUNGEN
**CLOUD SOLUTIONS INCREASE
PROFITABILITY AND SECURITY**

"Our IT staff can focus entirely on their real duties."

Karlheinz Reinhold, team leader server, network and telecommunication

INITIAL SITUATION

To ensure the company was protected against spam emails, viruses and other malware, Concordia Versicherungs-Gesellschaft a.G. used individual products from three separate providers. This meant that the insurance firm's IT system required three times as much patch and release management work and triple the expertise. When it came to web security, only regular employees were protected; independent agencies were not. One of the common results of this was that hardware provided by Concordia and used in sales would become infected with malware, with users then requiring assistance from technical support.

SOLUTION

The cloud services provided by Hornetsecurity are easily managed and controlled from a central point. Using the control panel, administrators can view and analyse email traffic in real time and precisely adjust settings, thus ensuring that compliance- and security rules are met. The spam and virus filter service and the web filter service guarantee that the customer's email communication and internet use is protected at all times. This is because Hornetsecurity constantly keeps its filter systems updated to ward off any current attacks.

RESULT

Concordia had two goals in replacing its three existing security products: to improve profitability, and to increase company security. It was therefore a logical decision for the insurance company to choose a cloud solution from a single provider. Both the spam and virus filter service and the web filter service are now managed from a central point and apply to the agencies as well as regular staff. "Previously, we had employees who were regularly forced to put their ongoing projects on hold so that maintenance and updates could be performed. Now they can focus entirely on their real duties," says Karlheinz Reinhold, head of the server, networks and telecommunications team at Concordia. The filter rates have also undergone a marked improvement: "Hornetsecurity can react to new threats much faster than we were able to," states Mr Reinhold. "Since then we have had no viruses and almost no spam email."

Industry	Insurance industry
Product	Managed Spamfilter Service, Web Filter Service
Company size	1,300 permanent employees, 1,500 independent agencies
Website	www.concordia.de

CONCORDIA Versicherungen

> Legally compliant storage of all our German emails
> has gone without a hitch ever since the archive service was set up."
>
> **Christoph Bachmann, Head of IT**

💬 INITIAL SITUATION

A number of laws and regulations require business emails to be archived. HOMANIT must keep copies of electronic mail for up to ten years or more. At the same time, German data protection laws are relatively stringent compared to those in other countries: certain emails may be archived for a limited period of time only, and others not at all. In-house solutions are complex, high-maintenance and often closely tied to the internal mail system. However, HOMANIT did not want to be tied to its Lotus Notes mail system over the long term. The company took this as an opportunity to consider an external email archiving solution. Key requirements were data security and supplier dependability.

💡 SOLUTION

The Hornetsecurity email archiving service ensures that all HOMANIT email traffic is stored in a legally compliant and audit-ready manner – entirely automatically and for ten years or more. Secure data centres and redundant systems guarantee the necessary level of security. The archiving service is set up so that Hornetsecurity stores each email exactly as it reaches and leaves the HOMANIT mail servers, unchanged and unalterable. Using the Hornetsecurity control panel, administrators and users at HOMANIT can access the archive, search for emails, and have these redelivered if necessary. The multilingual Hornetsecurity support team is available to HOMANIT around the clock.

👍 RESULT

After successfully completing a test phase with a limited number of mailboxes, Hornetsecurity is now archiving all email traffic for HOMANIT sites in Germany. "Legally compliant storage of all our German emails has gone without a hitch ever since the archive service was set up," says Christoph Bachmann, IT manager at HOMANIT. The pricing model was another significant plus for the company – the 1.2 gigabytes of inclusive storage space per user is pooled so that if one user has free storage space, this is offset against the storage taken up by other users. Christoph Bachmann was also impressed with how practical the archiving service is to use. "Occasional searches for lost or accidentally deleted emails can be carried out quickly and with no delays. The comprehensive filter functions allow emails to be retrieved and redelivered in no time."

HOMANIT

Industry	Wood-working industry
Product	Email Archive Service
Company size	1,000 employees
Website	www.homanit.org/en

> "Encryption mechanisms in email communication
> vastly increase confidence in our business relationships."

Benjamin Busjahn, Manager IT Systems & Service

💬 INITIAL SITUATION

The micromachining systems produced by LPKF Laser & Electronics AG are among the best in the world – advanced technology that would be of interest to outside parties. This makes secure email communication absolutely vital to LPKF. The company had previously used PGP encryption technology to ensure that valuable knowledge contained in its emails remained protected. However, LPKF had become dissatisfied with this solution due to the complexity and effort of running and maintaining PGP. Since many of its business partners had also begun to use S/MIME encryption technology instead, LPKF decided to make the same change-over.

💡 SOLUTION

The Hornetsecurity encryption service supports both S/MIME and PGP standards in addition to TLS encryption. Companies set individual policies to define what type of encryption should be used with which contacts. Certificates are managed automatically, and no further action is needed to ensure that all outgoing emails are encrypted and all incoming emails decrypted. Via "websafe", Hornetsecurity also facilitates secure communication with recipients who do not use encryption technology themselves.

👍 RESULT

As LPKF was already using the Hornetsecurity managed spam filter and email archiving services, only minimal effort was required to activate the Hornetsecurity email encryption service. All LPKF had to do was define the encryption policies, and Hornetsecurity took care of importing the necessary certificates. The actual process of activating the encryption service, including certificate generation, was completed in just two days. Then service has been running smoothly since then. "Using the new encryption service has minimised the amount of administration work that the encryption service entails for us," says Benjamin Busjahn, IT systems & service manager at LPKF. "Our administrators can now concentrate fully on their day-to-day and project work." With websafe, the company can also establish email encryption with smaller customers and business partners. And email encryption has another point in its favour, as Mr Busjahn explains. "Encryption mechanisms in email communication vastly increase confidence in our business relationships."

LPKF
Laser & Electronics

Industry	Mechanical engineering
Product	Managed Spamfilter Service, Email Archive Service, Email Encryption Service
Company size	750 employees
Website	www.lpkf.com