Challenges

- Improve anti-spam effectiveness and deliverability of legitimate email

- Transition from appliance-based and home grown solutions

- Minimize engineering team's time spent responding to customer email complaints

Solution

- Deployed Cloudmark Authority as a plug-in to Postfix-based email gateway

Results

- Increased spam catch rate by over 22%

- Decommissioned over time 9 appliances dedicated to email filtering

- Dramatic reduction in email help desk calls

Leading Provider of Infrastructure Hosting Services for Brazil and Latin American Chooses Cloudmark to Protect Subscribers

Profile

As a leading Hosting & Infrastructure Services Provider in Brazil and Latin America, Locaweb has grown dramatically since its inception 15 years ago. Today, Locaweb has approximately 250,000 customers and 24% of the hosting market, according to IDC. As its customer usage continued to expand, Locaweb was housing in excess of 25,000 servers. To sustain its productivity, customer satisfaction and continued growth, Locaweb needed an email security solution that would deliver a comprehensive defense against spam and viruses without requiring constant refreshes of appliances and administrative resources.

Situation

Locaweb's email infrastructure team had run the gamut of security solutions— none of them addressing Locaweb's core challenge. "Beyond uptime and performance, one of our biggest concerns was to make sure messages were delivered," according to Gleicon Moraes, Senior Engineering Manager of Infrastructure and Platform as a Service at Locaweb. Previous email security solutions included Cisco IronPort appliances, content filtering engines from Commtouch, Cloud-based anti-spam services, as well as efforts led by Locaweb's technical staff to create customized filters. Though each of these

Finally, Locaweb required a solution that would scale with their business. Commenting on the performance capabilities of many enterprise and service provider focused devices, Moraes noted that "based on personal experience here and at other companies working with email, I can say I saw these devices almost fry under a regular overnight load."

In choosing a solution, Locaweb had several key decision criteria. The overarching need was keep their customers delighted. As a provider routing traffic for 4 million mailboxes and 10 million inbound addresses—almost all of which are provisioned for use by small and large business—Locaweb could not afford to let its customers down. The solution had to address an increasingly dangerous array of email-based threats and do so consistently over the long term.

Also high on the list was integration flexibility. Locaweb's engineering team actively participates and contributes to the open source community. Not surprisingly, their email systems—leveraging postfix and dovecot—reflect this choice. The Locaweb team needed the email security solution to coexist nicely with their adapted stack of open source components and in-house developed software.

Solution

After a comprehensive search for a better solution, Locaweb partnered with Cloudmark to meet its growing requirements for spam, phishing, and virus defenses. Locaweb chose to deploy Cloudmark Authority® in-line after MX-layer postfix servers. The immediate win was the integration fit. With one change to a configuration file, Cloudmark was running out of the box in Locaweb large and customized email infrastructure. Beyond the integration flexibility, performance and effectiveness were also validated. According to Moraes, "Even for our size, I think that the proof of concept time with Cloudmark was a record—1 week for one of our email cluster and about 2 weeks for the whole infrastructure." The Cloudmark trial period contrasted with the typical appliance-based and cloud-based installations, which took a minimum of 3 weeks or longer, due to the complexities associated with installation and integration.

Results

Locaweb now filters all inbound mail relayed through its MX layer with Cloudmark and has achieved the following results:

Dramatically reduced support calls—By combining industry-leading messaging threat intelligence and automated fingerprints distributed by the Global Threat Network, Cloudmark provided Locaweb with an immediate reduction in resolution time of customer email-related problems. Prior to Cloudmark, problem resolution times had held constant. Now, Locaweb engineers can focus on building better services for its users and business partners, instead of troubleshooting email abuse and deliverability problems.

Almost 20% increase in spam catch rate—Locaweb went from filtering approximately 75–78% spam to well over 92% of the total messages received daily. The impact on Locaweb users and systems is significant, considering that Locaweb processes upwards of 180 million messages per day.

An end to costly server upgrades and replacements—The Locaweb engineering team had learned that throwing more processing power and the best hardware at the spam problem was a losing battle. Cloudmark's superior accuracy, architecture and scanning performance has allowed Locaweb to actually decommission 9 appliances that were previously red-lining with an average catch rate.

> **"The number of appliances that we managed to turn off by using two Cloudmark servers with postfix as our MX barrier would make you drop off your chair."**
>
> *—Gleicon Moraes*
> *Executive Manager, Locaweb*

About Cloudmark

Cloudmark provides intelligent network security solutions that protect organizations' most valuable resources and defend against security breaches that result in revenue loss, increased costs and brand damage. Only Cloudmark combines predictive global threat intelligence from hundreds of service providers and thousands of enterprises with real-time defense and cross-vector correlation, including messaging and DNS, in a software solution that deploys rapidly to safeguard organizations and detect attacks before they happen. Cloudmark protects more than 120 tier-one service providers and 70,000 enterprise customers through partners, including Cisco, McAfee, and Microsoft. Key customers include AT&T, Verizon, Swisscom, Comcast, Cox, NTT and more than 1 billion subscribers worldwide.

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