



## OVERVIEW

### Customer

Media Temple, Inc. offers website hosting and software application services to more than 250,000 domains worldwide.

### Industry

IT Services

### Business Challenge

Media Temple faced significant operational challenges. Its customized deployment of SpamAssassin required frequent manual updates to keep up with new spam attacks and an increasingly large number of man hours were needed to maintain the system. Media Temple required a more efficient and effective messaging security solution.

### Cloudmark Solution

- Cloudmark Authority® for the Apache SpamAssassin™

### Benefits

- An increased spam, phishing and viruses catch rate of at least 80 percent.
- Due to increased CPU efficiencies with Cloudmark, Media Temple did not have to invest in any additional hardware infrastructure for the Grid-Service, resulting in time and cost savings.
- Grid-Service users have seen false positives drop to almost immeasurable levels.

“Cloudmark came highly recommended and we noticed a distinctive productivity improvement in just two days. The technology behind the Cloudmark Authority plug-in for SpamAssassin really works and we plan to use Cloudmark to protect the core services of our network.”

– Demian Selfors, CEO, (mt) Media Temple

## PROFILE

(mt) Media Temple®, Inc., an industry-leading Web hosting and software application services company, provides businesses worldwide with reliable, professional-class network environments to host Web sites, email and business applications, as well as other rich media content. Whereas other hosting companies were abandoning email as a core part of their service offerings, Media Temple wanted to reassure its customers of a continued commitment to providing quality email hosting services along with world-class Web hosting.

## BUSINESS CHALLENGES

Critical to a high-quality email experience is keeping spam and other malware out of subscribers' inboxes. With spam levels now comprising 90-95 percent of the total email stream, Media Temple faced significant operational challenges. Media Temple's customized deployment of SpamAssassin required frequent manual updates to keep up with new spam attacks and an increasingly large number of man hours were needed to maintain the system. With customers asking for better spam protection, Media Temple sought a more accurate, as well as a more efficient, messaging security solution.

## THE CLOUDMARK SOLUTION

Originally evaluating solutions for their upcoming (cs) Cluster-Service, Media Temple selected the Cloudmark Authority plug-in for SpamAssassin for the (cs) and has rolled out the solution to more than 250,000 mailboxes on its existing platform the (gs) Grid-Service.

*“Cloudmark was originally intended for our (cs) Cluster-Service, the upcoming successor to (mt)'s Grid platform, but we soon realized Cloudmark Authority would be simple to install on our existing Grid Service,” states Demian Selfors, CEO, (mt) Media Temple. “In less than nine hours we had it up and running with measurable spam detection and deletion.”*

## RESULTS

- **Seamless integration.** It took a single engineer less than one day to fully integrate Cloudmark into Media Temple's (gs) Grid-Service. Customers were able to immediately take full advantage of spam filtering accuracy improvements without any disruptions or system changes.
- **Improved catch rate of spam/phishing/viruses.** Trial data and initial

reports indicate an increase in the catch rate of spam, phishing and viruses by at least 80 percent.

- **Decrease in false positives.** (gs) Grid-Service users have seen false positives drop to almost immeasurable levels.
- **Time and infrastructure savings.** Due to increased CPU efficiencies with Cloudmark, Media Temple was able to do a “drop-in replacement” without having to invest in any additional hardware infrastructure for the (gs) Grid Service, resulting in time and cost savings that are passed along to customers.
- **Fewer customer support calls.** As a result of better spam catch rates, Media Temple has noticed improvements in customer satisfaction. There is already direct evidence of this in the form of fewer customer support calls for spam-related issues.

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