

Everyone.net

INTERNET

Everyone.net is a leading provider of custom email services for companies, individuals, and service providers – managing more than three million active mailboxes worldwide. After three years' experience with Sophos securing its customers against viruses, spyware, and other malware, the company chose Sophos solutions to improve spam and phishing protection for users, and to safeguard its network from zombie attacks.



Key facts

Organization

Everyone.net

Location

San Jose, California

Email traffic

3 billion per month

Number of mailboxes

3 million (300,000 domains)

Servers

Linux

Solutions

SAV Interface

Sophos anti-spam engine

Sophos ZombieAlert™ Service

Business challenge

Everyone.net was founded in San Jose, CA, from where it has provided outsourced email solutions since 1998. Its customers include consumers and small to medium businesses, plus some larger enterprises and other service providers, such as web hosts and ISPs. The company handles around three billion email messages per month, servicing over three million mailboxes for more than 300,000 domains. Its solutions are built on a highly scalable infrastructure and include advanced services such as IMAP (Internet Messaging Access Protocol) and LDAP (Lightweight Directory Access Protocol). It is essential that subscribers to Everyone.net's email services are secured against threats from malware and unwanted messages.

The company aims to take the hassle out of managing email for all its customers, and first-class virus protection is a must. It was using a product from a leading vendor, but in early 2003 decided to find a supplier that could provide faster and more timely updates, along with better support.

According to Wayne Lewis, Chief Technical Officer at Everyone.net, "We evaluated the top anti-virus products alongside our current solution, and found that Sophos offered us the speed and flexibility that others did not." The company chose to use SAV Interface, which enables high-speed integration with the Sophos virus detection engine. Lewis continues, "Sophos's anti-virus solution more

"Out of five products we tested, Sophos's anti-spam solution had the highest capture rate on our network and the lowest number of false positives – that, along with three years of exceptional partnership, won the business for Sophos."

Wayne Lewis, Chief Technical Officer, Everyone.net

than met our requirements for throughput, accuracy, and performance. After three years' experience with the responsiveness and quality of Sophos service, we did not hesitate to renew with them."

By the end of 2005, with over 100 million connections per day, and spam levels running above 75%, Everyone.net also wanted more effective protection for its network and its customers from the rising tide of unwanted email. Solutions were needed that prevented system abuse and improved the spam capture rate, with low false positives.

Technology solution

Sophos technology safeguards Everyone.net's users against infection by viruses, spyware, and Trojans, as well as other malware. The company had originally used SpamAssassin for spam content analysis, but decided to review a range of different vendors. The IT team were already impressed with their working relationship with Sophos, so they made sure that the Sophos anti-spam engine was one of five solutions evaluated. The team ran all the products through real-world testing, looking at spam on their network for about a week, and calculating the true positive responses for their environment. Wayne Lewis says, "The Sophos solution had the highest capture rate for any given false positive rate. That fact, along with almost three years of exceptional partnership, won the business for Sophos."

Automated tuning technology in the Sophos anti-spam engine constantly balances a range of detection techniques to prevent protection failures, and new spam rules are automatically received from SophosLabs™ – a global network of threat analysis centers. Sophos's anti-virus and anti-spam solutions both use Genotype™ technology to block families of viruses, spam, and phishing campaigns, protecting against previously unseen threats even before specific detection is available.



Zombie attacks, which can clandestinely hijack computers for use in spam campaigns, are a serious threat to the reputation of service providers and other organizations. To guard against the abuse of its network by spammers, Everyone.net took advantage of Sophos ZombieAlert Service, which ensures immediate warning of any spam originating from its network.

Business results

During three years of using Sophos anti-virus technology, Everyone.net has progressively changed the way it handles email, providing its customers with an improved email experience. Wayne Lewis explains, "Instead of distracting users with alerts about viruses we have found, Sophos's virus detection engine is fast enough for us to be able to decline connections at the email server level if viral content is detected. All our users see is virus-free email, and we can process messages much faster."

He adds, "The recent integration of Sophos anti-spam technology has provided similar efficiency gains. With the Sophos solution we need 75% fewer servers for spam detection. The transition is invisible to our users, but our analysis predicts a 20-30% improvement in spam capture rates, with far fewer false positives."

Everyone.net contributes to the partnership with Sophos by providing SophosLabs with direct feedback from its customers. Real-time analysis ensures that targeted spam, phishing, and malware campaigns are effectively blocked. Lewis claims, "By analyzing this feedback, SophosLabs improves its detection of evolving and targeted threats and increases the level of security we deliver to our customers."

The financial benefits of an uninterrupted service of clean email are apparent from the testimonials that Everyone.net receives from its customers. Lewis concludes, "Our customers expect the best, and so do we – that's why we have chosen Sophos as our technology partner."

To find out how Sophos products can help protect your organization, visit www.sophos.com/products, call toll-free 1-866-866-2802, or email us at nasales@sophos.com.