



MPP Service Provider Case Study: Amtelecom

Customer Overview

Amtelecom Income Fund (<http://amtelecom.ca>) is a limited purpose trust established under the laws of the Province of Ontario to invest in telecommunications and closely related businesses. Through its wholly owned operating partnerships and subsidiaries, the Fund provides local telephone service to approximately 26,900 residential and business customers located in southwestern and central Ontario. The Fund also provides cable television service to approximately 8,800 subscribers and Internet services to around 13,000 subscribers.

The Problem

Amtelecom provides reliable email services to their customers as a key component to their bundled Internet service packages. Part of their primary mission is to deliver high quality service to their customers. When spam started to sky rocket in 2005, they realized that they needed to dramatically improve their inbound and outbound spam filtering to meet this objective. At that time, Amtelecom's email filtering solution was based on a combination of open source software components that required considerable resources in both hardware and IT talent to provide merely an acceptable level of accuracy. Also Amtelecom had reached a point where they could no longer provide quality email filtering without a significant investment in server resources solely dedicated to filtering, which would complicate management and increase costs, so they began an evaluation of alternate solutions.

The Solution

After careful evaluation, Amtelecom chose MPP for their email filtering for reasons including our directory-enabled policy engine, our high performance, our platform support and our antivirus and antispam technology. MPP is an advanced email security application with a modular plug-in architecture. For maximized virus and spam protection, Amtelecom paired MPP with our Cloudmark and ClamAV scanning plug-ins. Our Cloudmark Antispam plug-in offers highly accurate spam detection rates, service provider grade performance and integrated virus detection capabilities. Amtelecom required performance in the range of 5 messages/second or better, which is typical for regional service providers. This message scanning rate is quite difficult to achieve using a single server with open source spam scanners, yet using MPP coupled with the Cloudmark Antispam plug-in this can be easily achieved with only a modest hardware configuration. MPP's ClamAV Antivirus Plug-in, a popular open source virus scanner, was chosen as a virus filtering option because it is highly effective and economical. The ability to



combine commercial and open source technology components and control them from an integrated management interface is a key advantage of the MPP solution.

MPP's policy engine was important for Amtelecom's installation to facilitate differentiated service levels for their email filtering service. Since Amtelecom maintains service preferences in their LDAP subscriber directory, it was critical that the policy engine query their subscriber directory for these preferences.

Amtelecom uses a Linux base for many of their service offerings and Qmail for their email platform. MPP integrates with Qmail which allowed Amtelecom to deploy directly on their email servers rather than having to deploy separate email filtering gateways thereby complicating deployment. Deploying directly on the email server also simplifies outbound scanning, a critical requirement for many service providers.

Results

MPP has now been in place at Amtelecom for one and half years; spam and virus detection rates have improved dramatically, Amtelecom has reached their performance objectives and their customers are satisfied. This is in part due to the expert and timely support that Message Partners' provides if and when any support issues arise.

Contact

For additional information on MPP please visit us at <http://messagepartners.com> or drop us a line at info@messagepartners.com.