



## Information Services

### Where's the Spam? Is the Server Down?

"On a typical Monday morning it's been very normal to have a couple hundred spams in my inbox," said Robert Daniels. "This has been especially true when I haven't checked my email over the weekend."

Mr. Daniels is the president of MLS Data Management Solutions, an information warehousing, analysis and consulting company operating from offices in the United States and Canada.

Because customer email is very important to its business, MLS has taken a safe and conservative approach to blocking and filtering spam. MLS configured its MDAemon email server to detect from 60 to 80 percent of spam, without stopping any legitimate messages.

The MLS employees who work with MDAemon in their spare time know it can safely detect a higher percentage of spam. However, assuring the delivery of every legitimate message from customers is much more important than avoiding the nuisance of spam. For MLS, the best approach has been to intentionally 'play it safe'.

**"When I checked my email there were just two or three spams, not the typical 200."**

So Mr. Daniels was surprised and a bit worried to see almost no weekend spam on a Monday morning. "When I checked my email there were just two or three spams, not the typical 200." Daniels said. "Actually, I was very concerned we may have also not received customer email."

Other MLS employees had also noticed the overall lack of spam. When Mr. Daniels contacted his MDAemon administrator, he asked, "Where's the spam? Is the server down?"

Happily, the answer was better than he expected. An MLS employee had updated MDAemon, forgetting to mention it others. An enabled feature had blocked the spam, while allowing all legitimate messages through.



## Data Management Solutions

### Company Profile

MLS Data Management Solutions is an information warehousing, analysis and consulting company operating from offices in the United States and Canada.

### Challenge

Because some MLS email addresses have been around since the dawn of commercial email they receive an extraordinary amount of spam. Their business being done in large part by email, MLS needed to block spam with interrupting regular email messaging.

### Solution

MDAemon Email Server

## Multiple Security Methods

Because spammers constantly develop new ways of delivering their messages, MDAemon provides multiple, flexible methods of detecting and eliminating wasteful, unauthorized, misrepresented and insecure email. These tools:

- Analyze sending patterns
- Evaluate sender behaviors
- Assess sender reputations
- Examine message contents
- Control access to the email server

SURBL, the tool most directly responsible for the dramatic reduction in spam reaching MLS mailboxes in just one in the flexible MDAemon security suite. It searches the contents of incoming messages for web site addresses known to support spamming. It works with the other technologies to secure the email server while allowing the delivery of legitimate messages.

## Specially Designed for SMB Security

According to industry statistics, spam and malicious software comprise more than 70% of all email traffic and cost businesses billions in wasted resources and squandered time. Also, the masterminds of unwanted and dangerous messages are shifting their focus to small and mid-sized businesses because:

- This is where most people work
- More than 90% of smaller businesses use email as an essential part of their daily operations
- Smaller businesses have had less sophisticated methods of resisting attacks.

However, MDAemon counteracts security threats with multiple and flexible tools designed for the specific needs of smaller businesses email security.

## How MLS Fights 1,000's of Spams

By today's measurements, MLS is among the grandparents of database and knowledge base software and service organizations. Founded by Robert 'Bob' Daniels in 1982, MLS has often adjusted its purposes, goals and tools to suit the times. Currently, MLS stores and manages customer data records for Internet Service Providers, retail importers, magazine publishers, advertising agencies and telecommunications companies, to name a few.

MLS adopted email early and has kept many of those original email addresses. The company has been using MDAemon since 1996. While established and consistent email addresses are good for business, their longevity and widespread use also make them likely targets for spammers, according Kory Yingling, database manager and MDAemon administrator.



**Bob Daniel**  
MLS President

**“It's an understatement to say we were surprised at the huge and instant drop in spam.”**

“We have a lot of both old and well-known email addresses. This is one of the major reasons we receive 100's of spams each hour,” Mr. Yingling said. “Before SURBL, we blocked 60 to 80 percent of the spam and passed the rest through.”

To accomplish their conservative detection goal, MLS primarily used both white lists and black lists—the white to guarantee passage and the black to block messages. The lists apply to specified IP addresses, email addresses and domain names.

**“Before SURBL, we blocked 60 to 80 percent of the spam and passed the rest through.”**

“Also, our employees have learned to quickly recognize and eliminate the spam they do receive,” Mr. Yingling explained. “With the SURBL function enabled, a lot more spam is just not getting through.”

“It's an understatement to say we were surprised at the huge and instant drop in spam,” said Mr. Daniels. “The spam fighting features of MDAemon save us both time and money.”

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