

agap2IT

Make the Difference, Consult us.

Organization: HIO CONSULTING (agap2IT)

Sector: Consulting Services

Solution: MPS-Mail Protection Service Enterprise Edition

Founded in September 2005, agap2IT is a European company in the field of Information Systems, Science and Technology and a reference in the world of Banking, Insurance, Telecommunications, Industry, Pharmaceuticals, and Energy, among others.

Committed to innovation, agap2IT is geared towards creating a real value for its Customers and Consultants.

It currently has offices in 10 countries: Portugal, France, Spain, Switzerland, Germany, Belgium, The Netherlands, United Kingdom, Luxembourg, and Sweden and projects spreading over 4 continents.

The ability to act globally combined with the team's high technical, functional, and business experience and know-how, ensure the excellence in responding to the most demanding and complex challenges.

CHALLENGE

The main challenge for **agap2IT** was to implement an on-premises e-mail security solution that would allow a secure e-mail management, effective, and that simultaneously allowed the decentralization of tasks and easy adoption across all group companies.

Agap2IT provides email service to more than 25 of its companies in Europe, which makes all group's email management difficult. In addition, with the native Microsoft Exchange tools that they had in the group, it was very difficult to perform various support operations, namely identifying the reasons that led to a message rejection, or, when they were considered spam,

to identify and configure the various criteria that are involved in the classification and identification of messages of this type.

Another difficulty they were trying to solve was the decentralization of technical support regarding email management, so that, for security reasons, privileged access to servers for helpdesk members spread throughout Europe was avoided. This would only be possible with a multitenancy e-mail security solution that would permit the cohabitation of different hierarchical levels and user accounts, by geography and by company, within the same platform.

"The Multitenancy functionality with different hierarchical levels of the MPS-Mail Protection Service proved to be a decisive factor in the choice of this solution since it allowed us to streamline the whole process of email management by all agap2IT Group's companies in an efficient and safe way."

"AnubisNetworks' Email Security solution allows us to adapt and customize malware, anti-spam, anti-fraud, and many more filters to the various agap2IT Group's companies."

Carlos Gonçalves

IT Manager & Solution Architect at agap2IT

RESULTS

Agap2IT has successfully deployed the AnubisNetworks' MPS Enterprise Edition solution across the whole group and considers that it has solved the inherent difficulties of email management it had.

With this solution, it is now possible to adapt and customize the malware, anti-spam, anti-fraud and many more filters to the various agap2IT Group's companies.

Another advantage was the increased agility of the various helpdesk teams, now with a greater ability to identify and solve problems in a fast and independent way, with all the security and confidentiality that this type of tasks requires.

The employees' confidence in the agap2IT's technical support has increased exponentially, and there is now a high level of service related to all email interactions, something that seemed impossible without AnubisNetworks' solution.

Another advantage that agap2IT highlights about the AnubisNetworks is that it is a Portuguese company, which keeps a close relationship between the commercial team and the technical support, which has proved to be a decisive factor in choosing AnubisNetworks as a trusted partner for the group's Corporate Email Security.

At the moment, the entire Microsoft Exchange platform being dependent on the AnubisNetworks' Mail Protection Service platform, they are able to deploy the email service and protect it, for any new company that emerges, in a more efficient and secure way.

All activities related to technical support for receiving emails were greatly reduced, leaving agap2IT's teams more time for other more productive tasks.

The reporting capabilities of the platform, in particular, the detail of the classification of spam email messages and the exact identification of the reasons for messages rejection, proved to be of utmost importance, which fully combines with the possibility of email configurations control, differentiated for domains and users.

Another essential factor is in the ability to release emails for delivery through periodic digest received by email. This feature allows that the user himself to distinguish between "false positive" cases and to collaborate directly with the support in a joint resolution of security risks and email control.

In short, the MPS platform and the adjacent technical support of AnubisNetworks have proved to be successful partners in the service that is provided to the agap2IT Group.

MPS ENTERPRISE EDITION

FIND OUT MORE ABOUT OUR E-MAIL SECURITY SOLUTIONS IN:
[HTTPS://WWW.ANUBISNETWORKS.COM/PRODUCTS/EMAIL-SECURITY](https://www.anubisnetworks.com/products/email-security)

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