

# Security Gateway Gives MSP Improved Control That Protects Customers' Email

MDaemon Technologies' solution receives rave reviews



## EXECUTIVE SUMMARY

Equipe Microfix is a Canadian managed service provider (MSP) that offers hosted virtual servers, online backups, anti-spam and similar services to their customers. Their three offices in Québec, Canada, serve customers ranging between 20 and 1,000 employees. Their rapid growth, as well as that of their customers, required greater control over and flexibility of email security. MDaemon's Security Gateway checked off every item on their solution wishlist and garnered 100% approval from their clients.

## CHALLENGES

Equipe Microfix offers a turnkey solution to enterprise customers for infrastructure management, which includes many hosted solutions such as virtual servers, dedicated servers, online backups, anti-spam, Microsoft Office 365, Microsoft Azure, and more. Equipe Microfix has approximately 50 employees and experiences growth of 50% a year.

The MSP's email security solution was supplied by a third party, which meant Equipe Microfix had no control over secure email gateway settings. The web interface was hard to use and lacked important features; in addition, Equipe Microfix was required to manually update the number of users regularly in order to provide the correct number of licenses that allowed for correct invoicing. To complicate things further, the third-party solution offered no access to logs, which made troubleshooting extremely difficult.

"The situation was not optimal, and it affected all of our customers," said Stéphane Auger, vice president & chief technology officer. "The cost to Equipe Microfix was mostly in wasted administrative time that we could not invoice to our customers. However, it was also very difficult to get fast, accurate resolution to any customer issues, and that led to unhappy customers."

Stéphane had used MDaemon's Security Gateway for years at a previous employer, so he ordered a demo that was implemented internally for Equipe Microfix before a multi-tenant version was rolled out to their customers.

"Security Gateway is extremely straightforward to install and configure; working by myself, I had the entire system running and configured in less than half a day," he said. "There was occasional tweaking required in the settings over the course of the next week, but nothing critical."

The migration was so easy that their entire customer base was done in stages by one person over the course of approximately three weeks. The only potential issue was the need to re-educate their customers on the new reports and the web interface.

“A few of them had to be convinced to change, as some did not have any issues with the old system,” Stéphane said. “But every single customer came back saying that they preferred Security Gateway over the old system.”

## RESULTS

Migrating to Security Gateway provided benefits including an easy-to-use, fully functional web interface; complete access to logs for easy troubleshooting; and the ability to synchronize users through Active Directory so they no longer needed to update the number of accounts by hand. Additional benefits appreciated by Equipe Microfix include:

- Greater flexibility of and control over the email security gateway
- More secure email filtering options
- An effortless management experience
- Automatic updates
- Fast, easy access to excellent customer service

“Since switching to MDAemon’s Security Gateway, I’ve had a better experience as an IT manager, as well as happier customers because we’re offering a better user experience and a more secure filtering system,” Stéphane said. “And we’ve saved time, money and manpower due to the easier setup of new customers, easier troubleshooting, and the reduction in licensing/manpower costs.”

## THE BOTTOM LINE

In summary, Stéphane has simple advice for other CTOs and IT managers: “Go ahead and set Security Gateway up! It’s a powerful and flexible system.”

MDaemon Technologies is a recognized pioneer and industry expert in email server and secure email gateway software that is trusted by organizations in over 140 countries. For more than 20 years, its mission has been to help companies maintain secure email communication by delivering reliable, affordable software and services that require minimal effort to manage and maintain. To learn more, give MDAemon Technologies a call at 817-601-3222, or visit [mdaemon.com](http://mdaemon.com).



“This was one of the easiest implementations I have done, and every customer prefers Security Gateway over the old system.”

**STÉPHANE AUGER,**  
**VICE PRESIDENT & CHIEF**  
**TECHNOLOGY OFFICER, EQUIPE**  
**MICROFIX**