



NoSpamProxy, Azure and Office 365 increase email security and efficiency at techconsult
Analyst firm sets example with confidential communication in the cloud

Security and confidentiality are key to successful market research

As an established research and analysis company, techconsult conducts a variety of projects each year on analysis, market research, and consulting, placing significant demands on the dynamics of internal IT. This includes a constantly changing number of study-specific websites, benchmark systems, and databases for the daily business of internal IT. At the same time, these systems are subject to significant load fluctuations. This dynamic demands a great deal of flexibility, agility, and scalability, which techconsult successfully meets with the intensive use of the Microsoft cloud infrastructure.



For a midsize company like techconsult, the operation and administration of its own server is for Office applications like Microsoft Exchange or Microsoft SharePoint a significant expense in the otherwise lean field of IT. As part of its market studies, techconsult has also identified a marked trend in the use of cloud infrastructure in this area.

In order to acquire a better grasp on the subject and to gain practical experience with the latest technologies as an early adaptor, it made sense to rely on Azure as a cloud solution with Office 365 for internal information management as well, and thus keep the IT lean. Today, techconsult's employees use the full range of Office 365 with particular focus on Exchange and SharePoint Online. SharePoint Online, together with an NAS system, serves as central document storage. Given the large number of client projects, exchanging information over email via Exchange Online is standard practice.



“From our research activities we are familiar with plenty of products. But NoSpamProxy impressed us with its performance and ease of use like no other. I can recommend NoSpamProxy as an email security add-on to any company that is moving to Office 365.

Oleg Ludwig, IT manager, techconsult

Satisfying the extra demands on security and quality of email communication and data exchange during the transition to Office 365 posed a major challenge for market research company techconsult. Security and confidentiality of communications are vital to the company, and weaknesses in this area could result in damage to its reputation that could put it out of business. At the same time, however, restrictions on email communication or poor user convenience could drastically reduce the efficiency of the techconsult team and thus had to be avoided.

As a market research company, techconsult has a high level of visibility on the Web and a wide diversity of contacts. One consequence of this is that techconsult used to suffer a spam volume of some 80%. A highly unsatisfactory situation for a company that depends on efficient processing of customer feedback.

At the same time, the need for protection for confidential surveys and customer information is very high. As a firm of analysts that is also involved with research and consulting in the field of security, techconsult is also a particularly exposed target. Not only must the company's own infrastructure be effectively secured, but data must be reliably protected by encryption while being transferred. Since data volumes are often large in the case of market studies, it was also necessary to find a secure mechanism for exchanging large volumes of confidential information.

This can be a problem with standard cloud solutions, which often offer only limited individual configurability, e.g. for the implementation of company guidelines. Since this is also the case with the granularity of email security configuration in Office 365, techconsult sought a powerful email security solution that could close this gap. The priority objectives were reliable protection from malware and fraud attacks, significant reduction in spam and encryption to protect information when sent by email or when exchanging large data volumes.

Maximum email security even in Office 365 – all in one package

Through its own user surveys and market studies in this very field, email security, techconsult had an excellent overview of the market and the quality of the products available. Following initial testing and a test phase of some three weeks, techconsult opted for NoSpamProxy as the optimum add-on to Office 365 for email security.

NoSpamProxy is also used as a secure mail gateway in Microsoft Azure and is preconnected to techconsult's instance of Office 365. With NoSpamProxy Protection, techconsult's email communications are securely protected from spam and malware. This has resulted in the previous high level of spam, roughly 80%, being largely eliminated. Meanwhile NoSpamProxy Encryption ensures that confidential communications are protected. The centralized encryption process is a positive situation for both users and the IT administration. NoSpamProxy Large File Transfer allows large data volumes to be securely passed to external parties.

For users, the near elimination of spam is a particular benefit. Since no spam folder needs to be maintained any more, users need no longer worry about important emails being lost there, but moreover they save considerable amounts of time. email signatures and the option of encryption also create greater confidence in this method of communication among customers and other communication partners. The mechanism built into Outlook for secure exchange of large data volumes from market research with external contacts eases the daily workload enormously.

The Challenges

- To use Office 365 as the central platform for information management without the need for individual email security requirements to be reduced
- A particularly exposed target for a firm of analysts specializing in security
- Confidential market studies require particular protection through email encryption
- High spam load generated by high visibility on the Internet as a result of extensive customer surveys
- Secure transfer required for large data volumes between customers and techconsult
- Heterogeneous client base using Windows, MacOS and various mobile

Benefits for techconsult

- NoSpamProxy allows higher demands to be set for mail security, including with Office 365
- Office 365 can be used without problems even in security-critical environments
- Resultant savings made in cost and effort for Mail and SharePoint.
- Highest level of security for communication and customer data
- Increased confidence for communications with customers and market research partners
- No need for spam folders or the effort of monitoring them
- Secure communication through user-friendly encryption
- Integrated large-file transfer increases security and efficiency

From the view of IT administration, it was above all the easy administration and smooth compatibility with Office 365 which offered the best solution. Azure was offered as deployment platform, in order to use as homogeneous an infrastructure as possible. techconsult can expect advantages from Microsoft as central provider with regard to availability, redundancy, high internal bandwidth, and low latency periods, as the services are located in the same data centers. The experts at techconsult were particularly impressed with NoSpamProxy's quality of message tracking and key administration. As a gateway solution, all important functions are centrally transacted and so heterogeneous client environments from Windows PCs, Macs, and mobile end devices are no problem in terms of BYOD. Furthermore, techconsult was impressed by the fact that NoSpamProxy covers all the company's needs - spam and malware protection, encryption and large-file transfer - in a single package.



” Secure, confidential communication with our customers and the ICT users and decision-makers we interview is vital for our business.

This matter was very important to us when we changed to Office 365 and we are delighted to have found a reliable cloud solution in NoSpamProxy.

Dirk Martin, Director Research & Analytics and member of the board of directors at techconsult.

Collaboration with Net at Work to configure and commission the package ran smoothly and fast. Here, both the quality of the product and the nearby location of a 'Made in Germany' provider have been worthwhile.

About techconsult

For over 24 years techconsult GmbH has been an established research and analysis firms in Germany. Each year the company carries out some 25,000 interviews within the ICT user landscape. The company also offers constant screening of products and services from ICT providers. Together with its extensive analytical competences, the company uses this as a basis in its research-oriented strategy and implementation consulting. The committed team consists of some 25 employees with solid scientific backgrounds in the disciplines of technology marketing, market research/statistics and information and communications technology. www.techconsult.de



noSpam
proxy®

The following modules are available for the NoSpamProxy® secure email gateway: Protection, to protect against spam, phishing and malware; Encryption, which provides simple email encryption; Large Files Transfer, for secure transfer of large files; and Disclaimer, for central marketing messages in outgoing emails. Together, these modules offer complete protection for your email communications. Centrally on a Microsoft server on the premises or in Azure - simply, securely and economically. More information is available online at www.nospamproxy.de