

**Location:**

Raleigh, NC

Industry:

Managed Service Provider

Solution:

ePrism Email Security

Deployment:

Hosted

Results:

- Implemented highly effective email security for more than 1.2 million mailboxes
- Alleviated resource constraints managing false negatives
- Gained highly scalable, robust solution
- Promoted email security as vendor differentiation to its customers

NeoNova Creates Competitive Advantage with EdgeWave ePrism

Overview

Established in 1999 and based in North Carolina, NeoNova is a managed service provider (MSP) that empowers hundreds of rural broadband providers with leading-edge network management, help desk solutions and subscriber services, including email. With 200 employees, the company delivers high value services to more than 1.2 million subscribers across 46 states. As a result of its vision, focus and passion for delivering excellent customer experience, NeoNova maintains a consistent 98 percent customer retention rate.



The Challenge

Email remains the most prevalent form of communication. For NeoNova, ensuring customers receive their email is mission-critical to the company's daily operations. With the growth in phishing, spam and other email attacks, NeoNova places great importance on securing its network of customers.

As a result, the company created an in-house anti-spam platform, which pulled together open source tools to help protect residential consumers. However, the company quickly became frustrated with the amount of spam that was getting through. "It was a continual battle to keep up with the blacklists in an effort to manage the amount of spam entering the network," said Jason McGinnis, CEO at NeoNova.

This made it impossible to provide quality service and support to the company's Affiliate partners across all email services. In addition, the effort was creating a resource burden on the company's team of engineers responsible for managing the infrastructure platforms and tools. NeoNova knew it needed a robust, cloud-based email security solution that supported its extensive customer base in order to ensure a continued high quality customer experience.

The Solution

To automate their processes and improve their email security, NeoNova sought out a hosted email security provider. One critical feature of their potential solution, it needed to scale to the company's large number of MSP customers. It was also important for the solution to come highly recommended. NeoNova looked at a number of vendors, but, in the end, determined their cloud-based services weren't strong enough. After extensive research for a proven and trusted email security partner, NeoNova selected EdgeWave based on its well-established customer base and high scalability.

"Scalability and security effectiveness with EdgeWave were the deciding factors over other vendors we evaluated. With the EdgeWave cloud-based solution, we immediately alleviated the resource burden of managing a blacklist and achieved high protection levels," stated McGinnis.



“The high level of email threat detection we receive from EdgeWave allows us to highlight email protection as a valuable service differentiation for our customers.”

Jason McGinnis
CEO, NeoNova



EdgeWave

4225 Executive Sq, Ste 1600
La Jolla, CA 92037

Phone: 858-676-2277

Fax: 858-676-2299

Toll Free: 800-782-3762

Email: info@edgewave.com

EdgeWave ePrism Email Security combines advanced technology and expertise from EdgeWave cybersecurity analysts to precisely identify attacks and synchronize defensive measures across all systems in real time. The solution provides NeoNova customers with unrivaled email defense against spam, phishing attacks, viruses, identity theft, and other dangerous content.

NeoNova also gained improved operational efficiency and quality of service—both internally and for its customers. With EdgeWave providing automated protection around the clock, NeoNova optimized its resource and cost efficiencies.

With EdgeWave ePrism, the MSP was empowered to promote the quality of its email security services as a competitive advantage against other vendor choices. “The high level of email threat detection we receive from EdgeWave allows us to highlight email protection as a valuable service differentiation for our customers,” stated McGinnis.

In addition, NeoNova knows they have a vendor who is there to take care of their needs well beyond the initial implementation. “EdgeWave’s account and technical support are exceptional with instant response, detailed account management and one-to-one interaction that keeps my team notified at all times. We have peace of mind that we can offer more value-add services for our customers and know that their email is safe,” concluded McGinnis.

The Result

- Implemented highly effective email security for more than 1.2 million mailboxes
- Alleviated resource constraints managing false negatives
- Gained highly scalable, robust solution
- Promoted email security as vendor differentiation to its customers

About EdgeWave

EdgeWave is a leader in the cybersecurity industry, delivering innovative, effective and efficient email and web security protection for thousands of business and government organizations. Our mission is to mitigate the risks faced in the real world, and support organizations in reducing the cost and complexity of protecting against today’s fast-changing security and risk environment.

For more information about EdgeWave, visit www.edgewave.com