

Email Security, Comprehensive Support for South Pacific Service Provider

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Simon Hickman
Security Specialist,
AT&T New Zealand

Simon Hickman, Security Specialist with worldwide communications company AT&T, is used to being in situations that require his years of security experience in making difficult decisions as they pertain to his company. When he was handed the responsibility as technical architect to deliver a secure foundation for building the security infrastructure for his organization, he turned to Guardian Digital.

Guardian Digital worked with Hickman and AT&T to implement a solution using our software with leading-edge technical components previously not supported to provide the level of service required by his organization. Our engineers worked with the open source community to develop support and implement a solution that worked for them.



Challenges

- » Strict Timeline
- » Inexperienced Users
- » Diverse Environment
- » Stringent Requirements

Requirements

- » Simplified Management
- » Powerful Functionality
- » Extensive Support Services
- » Scalability for Large Organizations
- » User & Network Controls

Solutions

- » EnGarde Cloud Email Security: Control Email Usage and Eliminate Spam
- » Managed Services: Monitor and Network Activities, Troubleshoot and Resolve Technical Incidents
- » Premium Support Services: Automatic Updates, Built-in Alerts, Customized Security Improvements

Results

- » Enhanced Network Security
- » Reduce Spam by >99%
- » Email Firewall & Gateway
- » Increased User Productivity
- » Ability to Access Internal Network From Any Location

Exceptional Product Support

Here begins Simon's story of success with Guardian Digital and how he came to realize the effective and experienced support staff.

“So I email Guardian Digital to see if we could do something to remedy the hardware incompatibility situation, fully expecting either an automated response or none at all,” writes Hickman.

“To my surprise I get an email the same day with a plan to remedy the situation. I supplied the requested information about the RAID controller and email security requirements and within our management allotted two-week timeframe to have a working install with added support for the previously unsupported controller. Not only was the support timely, it was performed in a personable manner that made me feel like our problem was important.

With experience of product support over the last 12 years working within the IT sector, Guardian Digital stands out as the most exceptional product vendor to date, other commercial vendors pale in comparison. A fine product and a fine team.”

Hickman concludes, “A shining example for the Linux establishment and customer service in general.”

