



Case Study



HOSTPOINT

## Strengthening Email Defenses: How Hostpoint Enhanced Spam Detection with Abusix

### Industry

- Web Hosting Provider

### Background

- Hostpoint, one of Switzerland's largest web hosting providers, has been in business since 2001. It delivers email services and domain registration with a mission to provide secure, reliable, and high-quality communication tools for businesses and individuals. Hostpoint stays ahead of its competitors by offering superior email security.

### Situation

- Hostpoint set several key business objectives to enhance its email services and maintain its competitive edge in the Swiss market, focusing on Email Infrastructure Support, DMARC Support for Customers, and Implementing Modern Email Protections.
- These objectives reflect commitment to delivering a secure email experience.

### Partnership

- Hostpoint discovered Abusix through multi-DNSBL cross-checking tools and began evaluating its solutions in 2022.
- The decision-making process involved the System Engineer, focusing on better spam detection and a seamless transition.
- By August 2022, Hostpoint implemented Abusix's DNSBL, completing the integration in just half a day.

### Results

- Partnering with Abusix resulted in an increased detection rate of 17%, a reduction in false positive rate by 9%, and a 28% manual intervention decrease.
- Partnering with Abusix helped Hostpoint bridge gaps in the existing blocklist and reduce operational strain on the IT and systems engineering departments.

### The Customer

Hostpoint, headquartered in Rapperswil-Jona, Switzerland, is a leading web hosting provider with over two decades of experience. As a trusted provider of email services and domain registration, Hostpoint serves a wide range of customers, from individual users to businesses. The company prides itself on delivering reliable and secure communication tools that meet the needs of its users.

With a team of approximately 100 employees, Hostpoint continuously seeks to improve its email infrastructure, support DMARC implementation, and adopt modern protections against evolving cyber threats. As a key player in the Swiss market, Hostpoint aims to stay ahead of its competitors by offering superior email security and reliability. To secure email, Hostpoint employs a combination of global intelligence feeds, multi-layered detection, and artificial intelligence techniques. Their solutions aim to go beyond traditional single-layered defenses with a multi-faceted approach that includes anti-spam, anti-virus, domain authentication services, and protection against malicious URLs and attachments, among others.

17%

Increase in  
Detection Rate

9%

Reduction in False  
Positive Rate

28%

Reduction in  
Manual Intervention

### The Situation

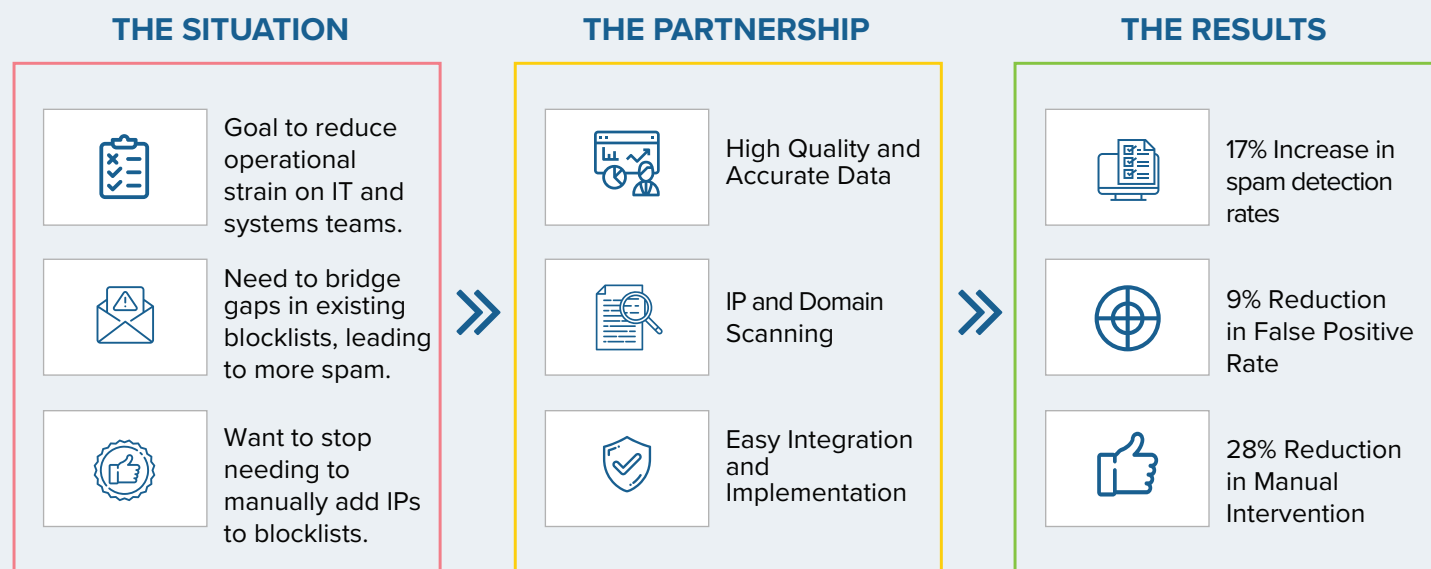
Hostpoint faced increasing challenges with email spam and abuse, which strained their internal resources. Their existing DNS blocklist (DNSBL) solution, primarily from Spamhaus, required frequent manual interventions to update and manage the blocklist. Questions arose about the gaps in detection and the need for a more comprehensive solution to reduce false positives, increase spam detection accuracy, and decrease the workload on the support team. Without improvements, the team risked continued inefficiencies and customer dissatisfaction. Key challenges included manual addition of IPs to blocklists, gaps in the existing blocklist, and growing operational strains.

## The Partnership

Hostpoint discovered Abusix through multi-DNSBL cross-checking tools and began evaluating its offerings in February 2022. The decision-making process involved the System Engineer, the Head of Systems Engineering, and final approval from the CEO. The partnership was rooted in Abusix's ability to offer:

1. Improved spam detection rates.
2. Reduced false positives.
3. Seamless transition with minimal time investment.

The transition to Abusix began with a one- to two-month trial comparing solutions. By August 2022, Hostpoint implemented Abusix's DNSBL, completing the integration in half a day due to excellent documentation and drop-in replacement compatibility with their existing infrastructure.



## The Results

The implementation of Abusix solutions significantly improved Hostpoint's email services by reducing manual intervention, enhancing spam detection accuracy, and minimizing false positives, which bolstered the competitiveness of their offerings. The smooth transition, supported by Abusix's excellent documentation and superior blocklist quality, allowed Hostpoint to strengthen its first line of defense against spam and enhance the accuracy of its spam scanner. Hostpoint recommends Abusix to others for its exceptional performance, seamless integration, and positive operational impact.

*"With Abusix, we were able to reduce the amount of spam delivered to our customer mailboxes. On the one hand by improving our first line of defense against malicious hosts and on the other by improving our spam scanner accuracy.."*

**- Patrik Peng, System Engineer**