Business Consulting

Despite changes in spam and malware tactics, customer email remains protected from attacks

When PDF spam became a threat to email communications in Spring 2007, Matthew Grim, founder and CEO of Volmar Technologies, LLC, was unaware of how widespread the problem had become. This is notable because Mr. Grim runs a computer network and network communications consulting company. As part of his business, he must stay current with emerging threats to his customers' email communications so he can find and deploy effective solutions. Often, the best way for him to keep up with security threats is by listening to his customers.

"I had read about the outbreaks of PDF spam," he says. "They were supposedly breaking through most spam detection systems, but I was not receiving calls from my customers and I assumed the reports were exaggerated." Instead, when he checked his security logs, he found the spams with PDF attachments were being detected and blocked by SecurityPlus for MDaemon. The product was shielding his customers against this latest round of spam attacks.

> **"The statistics prove this—PDF spam is a huge problem, but not for SecurityPlus."**

"The stop-rate for unwanted and risky email is nearly perfect with SecurityPlus," says Mr. Grim. "I was amazed! SecurityPlus really does provide realtime detection of emerging email threats and stops them as they occur. The statistics prove this—PDF spam is a huge problem, but not for SecurityPlus."

Volmar Technologies uses SecurityPlus for its customers with in-house systems and those using hosted solutions. It installs as a plug-in for the MDaemon email server and provides a proactive layer of security, which protects against the very latest attacks delivered by email.

"As a computer consultant, I have been amazed by how well SecurityPlus works," says Mr. Grim. "It certainly makes my work easier because it protects my customers."

Volmar Technologies, LLC

Customer Profile

Volmar Technologies offers both in-house and hosted solutions for the computer networks and network communications required by small-to-medium businesses.

Challenge

Volmar needed an easy-to-use and effective email security solution for its customers to detect, mark and block email spam and other security threats distributed by email.

Solution

SecurityPlus for MDaemon by Alt-N Technologies, plus the MDaemon email server.

Layered security for stronger email protection

Volmar Technologies uses multiple layers of email security tools to proactively protect its in-house and hosted customers against known and emerging threats. The introduction of PDF spam illustrates the importance of layered security.

PDF spam, as well as most other spam and malicious software, is distributed primarily by botnets. Botnets are worldwide networks of compromised business and personal computers that—unknown to their owners—send unwanted email or launch denial-of-service attacks when instructed to do so by the people misusing the networks. Layered protection is necessary to detect botnet attacks.

"The combination of MDaemon and SecurityPlus—with the layered approach to security—is just better for small-to-medium business customers."

Tools such as DomainKeys Identified Mail (DKIM) and DNS Blacklists can often identify email sent from unauthorized sources such as botnets. Where such identification is more difficult, other tools such as virus signature identification, honeypots, Bayesian classification and content filtering are useful. But these, too, have limitations.

Recurrent Pattern Detection Technology (RPD™) and Zero Hour™ Virus Outbreak Protection use realtime pattern matching and sender behavior analysis to identify new threats, even rapidly expanding ones, as they occur on the Internet.

"I have experience with many email and security products and I am certified for Microsoft Exchange," says Mr. Grim. "The combination of MDaemon and SecurityPlus for MDaemon—with the layered approach to security—is just better for small-to-medium business customers."

After trying multiple methods, tools and products—both open source and commercial—Volmar chose SecurityPlus

As a computer consulting enterprise, Volmar Technologies provides professional business and technology solutions for small-to-medium businesses. They help companies with their computers, networks and network communications, including both hosted and in-house email.

"We concentrate on providing professional consulting and integration solutions for our clients," says Mr. Grim. "Our vision is to supply flexible, scalable, heterogeneous and ubiquitous infrastructure solutions and resources for our customers' business needs." Spam, phishing scams, unauthorized email use and malware were working against this vision.

"SecurityPlus for MDaemon does most of the work for us. It has layered security tools to detect outbreaks of unwanted emails as they are released on the Internet."

For solutions, Volmar first used its technical skills and experience to create and maintain customized email security tools and services for both in-house and hosted deployments. While these were beneficial to Volmar's business customers, the workload of adjusting the tools to keep up with the ever-changing malware methods was beginning to consume excessive time and creative effort that could be better spent on more profitable endeavors. "We needed an improved system," says Mr. Grim.

Matthew Grim
Volmar Technologies CEO

Volmar next tried several commercial and open source security products. "We tested most of the well-known email security tools," says Mr. Grim, who went on to say he liked some of the technologies. "I really liked—and still like—content filtering and Bayesian classification because they worked well and still do. But these days, they work best as components of layered security."

As spam methods and business needs changed, Volmar tweaked the tools to stay current. "We were relatively successful at first," says Mr. Grim, "but the senders of unwanted email continued to find ways to work around the security."

Volmar finally found what it needed in SecurityPlus for MDaemon. "SecurityPlus for MDaemon does most of the work for us," says Mr. Grim. "It has layered security tools to detect outbreaks of unwanted emails as they are released on the Internet."

Today Volmar uses MDaemon and SecurityPlus for MDaemon to provide efficient and secure email services to customers as diverse as title companies, commercial building contractors, health care providers, law offices, dental training facilities, civil engineers and payroll services.

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