



## GANDI OPTIMIZES USER EXPERIENCE AND MALICIOUS EMAIL PROTECTION FOR 400,000 CUSTOMERS WITH VADE SECURE

Replacing an open source solution with Vade Secure for malicious email detection and spam classification resulted in an optimized user experience and a catch rate 20 times higher than the previous solution.

### CONCLUSION

*Relying on an open source solution to protect 400,000 customers from unwanted and malicious emails, Gandi needed a solution that would reduce the burden on IT. Adopting Vade Secure eliminated the need for physical servers, improved user experience, and resulted in a catch rate 20 times that of Gandi's previous solution.*

### CHALLENGES

Gandi is one of the world's largest domain name registrars and web hosts, managing nearly 2.4 million domain names in 92 countries. Offering an independent alternative to Internet users, defending the privacy of its customers, and supporting open source projects is part of the French company's DNA.

Protecting its 400,000 customers from unwanted and malicious emails was a top priority, but Gandi's existing solutions were not meeting expectations. "We used to use open source solutions to filter emails sent to our customers or relayed using domain names for which we are responsible," said Alexandre Rodière, CTO at Gandi. "But in 2018, we found ourselves in the situation of having to change the rules of our antispam at a pace we couldn't keep up with."

Differentiating between truly unwanted emails and false positives required reliable data. Gandi relied on customers' reports and keyword or viral signature databases, but these methods were no longer optimal because they required daily changes to these settings. Not only did the required data go up too slowly, but it also tied up Gandi's teams, to the detriment of other tasks that were even more essential to the quality of the security and customer service. Gandi needed to evolve.

"We were aware that we were the only email account provider in France that did not yet use Vade Secure," Rodière said. "We knew them. We knew that their technical level was very good. We didn't even look to explore an alternative."

### WHY THEY CHOSE VADE SECURE

- ✓ Fast deployment and ease of use
- ✓ Simple and efficient filtering of incoming emails
- ✓ Optimal protection against spam, phishing, and viruses
- ✓ Resource saving

## BENEFITS FOR GANDI



### Optimized email management

Adopting Vade Secure improved the catch-rate for malware, phishing, and spear phishing emails and optimized anti-spam classification.



### Better user experience

Reducing unwanted spam and graymail messages optimized the user experience for 400,000 customers.



### Optimization of flows

Automatically classifying emails significantly reduced manual work for IT and increased efficiency and speed.



### A preserved reputation

Increasing its threat protection and anti-spam capabilities preserves Gandi's domain reputation and helps prevent it from being blacklisted by operators.

## SOLUTION

Gandi deployed a proof of concept in May, with the intention of putting Vade Secure's solution into production during the summer so they could compile enough data on the quality of detection.

*"We immediately noticed that filtering incoming traffic is very simple and extremely effective with Vade Secure," Rodière said. "On the other hand, determining whether a sender has the right to send an email (because he is a regular user) or not (when we are dealing with a spammer or a bot) was complicated to configure, because we had initially tried to link Vade Secure's detection functions to our open source antispam solution." To solve this situation, Vade Secure offered its Milter server.*

The Vade Secure Milter server, which serves as a protocol for all possible actions in both reception and transmission, has the advantage of being configurable with LUA scripts that are well known to system administrators. *"These scripts have made it possible to create a set of rules specific to Gandi," Rodière said. "We can set up automatic-response triggering for each type of event detected by Vade Secure. For example, ban all viruses but only block spam above a certain threshold, and simply add the mention spam in the heading if it is not met. The tool is very flexible," Rodière said.*

An additional benefit is that Vade Secure's solution, including Milter, is installed directly on the email servers, which represents a saving of resources compared to the open source software previously used, which required dedicated physical servers.

## RESULTS

Gandi's team notes the efficiency and effectiveness of the Vade Secure solution. *"Previously," Gandi said, "it took several days to change our rules based on customer feedback. When we finished setting up our POC, after just one week, we had a solution on which the rules for anti-spam, anti-phishing, antivirus, and even email classification were automatically updated every five minutes. We estimate that the success in detecting an unwanted email has increased by a factor of 20."*

The automatic classification function is a new feature that Gandi intends to take advantage of to offer better service to its customers. *"It allows us to label emails. This makes it possible for our customers to receive emails that store themselves in thematic inboxes."*

This classification function provided by Vade Secure also allows Gandi to optimize its flows: *"In the past, operators slowed down our traffic when they detected that our servers were relaying spam. If this were to happen again, we could now limit the slowed down emails to some of our servers so that others could continue to send emails at full speed."*

*“ The choice of Vade Secure allows us to better protect our customers at the entrance and at the exit, to protect our reputation. ”*

**Alexandre Rodière, CTO**