



## Windows Vista Customer Solution Case Study



**Customer:** MXINSPECT  
**Web Site:** [www.mxinspect.net](http://www.mxinspect.net)  
**Customer Size:** 42 PCs  
**Country or Region:** Northeastern U.S.  
**Industry:** Professional Services

**Partner:** eMazzanti Technologies  
**Website:** [www.emazzanti.net](http://www.emazzanti.net)

### Customer Profile

Based in Hoboken, NJ, MXINSPECT<sup>SM</sup> is a leading provider of managed email and web security services for email hosting companies, and corporate and institutional clients in the US, Canada and worldwide.

### Software and Services

- Windows Vista Ultimate
- Windows Vista Business
- Microsoft Office 2007
- Windows Server 2008
- Microsoft Exchange Server 2007
- Microsoft SQL Server 2008



For more information about other Microsoft customer successes, please visit:  
[www.windowsvistaexperience.com](http://www.windowsvistaexperience.com)

## Windows Vista and eMazzanti Technologies Enable Rapid Growth at Web Security Firm

*“We look for any advantage we can get. Windows Vista is one of the tools that keep us in the lead. I can’t imagine living without it.”*

*Jennifer Shine, Chief Technology Officer, MXINSPECT*

*MXINSPECT’s early adoption of Windows Vista with direction from eMazzanti Technologies, a Microsoft Gold Certified Partner, made possible sustained productivity gains, improved collaboration, and increased responsiveness to key groups resulting in continued triple-digit growth. MXINSPECT<sup>SM</sup> is a leading provider of managed email and web security services for email hosting companies and other clients in the US, Canada and worldwide.*

### Business Needs

Founded to secure email communications, MXINSPECT provides email filtering, message archiving, content filtering, spyware and virus protection, compliance, and hosted proxy services. To provide best-in-class service, MXINSPECT must work closely with its partners to expand services as customer needs evolve.

“Our Web Defense tools require that we partner with others to protect our customers. Our customers pay us to secure their business communications and pull together the right team to insure this happens,” said Jennifer Shine, CTO, MXINSPECT.

With more than a dozen firms in the New York City area offering filtering services, MXINSPECT must do everything it can do to stay ahead. Having fixed revenue and variable expenses, the company continually seeks out productivity improvements which sharpen their competitive edge.

MXINSPECT previously tracked its filtering system status by watching banks of monitors running system tools. The more engineers knew about threat levels and system performance, the more quickly they could respond to customers’ questions. Quick responses generate a high level of trust which drives support needs down.



MXINSPECT was seeking ways to improve support response times.

Engineers at MXINSPECT continually review logs of customers' message headers and other data to spot trends and assess threat levels. Engineers use multiple tools to analyze the data. They are continually seeking ways to improve their analysis and speed up the threat assessment process.

MXINSPECT has field sales and partner reps primarily on the East coast, California, and in Colorado. Management needs to bring salesmen up-to-speed quickly so they can focus on execution and communicate in a way that helps them connect with the rest of the organization.

## Solution

Partnering with eMazzanti Technologies, MXINSPECT deployed Windows Vista soon after its release in January 2007. eMazzanti's access to the Windows Vista code set allowed MXINSPECT to deploy and test the new operating system before most of its competitors. "With the help of eMazzanti we knew what to expect and how to use these tools well before others," said Shine.

MXINSPECT immediately employed new features in Windows Vista, including Gadgets and Instant Search, to improve productivity and collaboration. Gadgets are easy-to-use mini programs that give information at a glance and provide easy access to frequently used tools. "The moment we installed Vista and discovered Gadgets there was a massive investment of attention to link them directly to our threat system," said Shine.

MXINSPECT developed its own Gadgets to display data from its threat monitoring system including the top ten inbound threats, current threat level, and threat system metrics.

Engineers at MXINSPECT use Instant Search to look for similar customer problems and to

spot trends. Searching logs helps engineers quickly identify patterns the naked eye would not find. "Instant Search is an important analysis tool for email traffic. It also allows us to search our own knowledge base of customer support ticket resolutions," said Shine.

Meeting Space in Windows Vista enables face-to-face collaboration with MXINSPECT's customers, partners and field sales staff. Sharing files with these groups is easier using Windows Meeting Space than with traditional methods.

MXINSPECT Uses Meeting Space in its sales group to share presentation ideas and to communicate with customers for presentations, positioning, response, enhancements, upgrades, outreach and notifications. A third-party add-in allows MXINSPECT to use Meeting Space over the internet.

## Benefits

### ■ Rapid Deployment

The compatibility and stability of Windows Vista combined with eMazzanti's pre-release experience quickly got MXINSPECT fully operational.

"Being able to use something out of the box saves a lot of time and effort. And, we chose a good partner in eMazzanti," said Shine.

The early adoption of Windows Vista helped MXINSPECT improve productivity and stay ahead of the spamming organizations.

"Windows Vista is one of the tools that keep us in the lead. I can't imagine living without it," said Shine.

### ■ Productivity Increased 10 Percent

According to Shine, Gadgets and Instant Search have improved MXINSPECT's productivity by 10 percent, allowing them to operate with less staff. Having critical threat

monitoring data displayed on engineers' screens via Gadgets improves support response times. Instant Search helps MXINSPECT's engineers identify threats and spot trends quickly.

"MXINSPECT stands out from its competitors due to daily proactive research and development against new and rising internet threats," said Joseph Rodrigues, network administrator, US SAILING.

### ■ Improved Collaboration

MXINSPECT's primary clients are small businesses wanting enterprise class protection at small business prices and email hosting companies who serve these customers' needs. Windows Vista Meeting Space has improved collaboration with key partners helping MXINSPECT more effectively protect their environment. Field sales reps are more connected to the organization.

"Our use of Meeting Space is one of those ways we are very efficient," said Shine.

### ■ Sustained Growth

The improved productivity and collaboration of Windows Vista has allowed MXINSPECT to continue to grow at triple digit rates while providing its service.

"Windows Vista is simple, easy to manage and adds the productivity we need to grow," said Shine.

"MXINSPECT filters 98 percent of my unwanted spam, spyware and junk emails. It was one of the best IT support decisions I made," said Gus Aponte, Kepont Electronics, Inc.