2019 FALL
CUSTOMER SUCCESS REPORT

EMAIL SECURITY SOFTWARE CATEGORY
EMAIL SECURITY SOFTWARE OVERVIEW

Email security software monitors a company’s outbound and inbound email traffic for malicious and unwanted messages. These tools quarantine or block spam, phishing attacks, and malware. Advanced solutions also provide data loss prevention capability as well as email encryption features for outbound email.

Email security software helps to ensure staff compliance and prevent internet threats. The program funnels incoming emails through spam filters and scans messages before transmitting them across a firewall. These tools include user governance or labeling functions to determine malicious actors and stop them from communicating further. Their archiving capabilities enable enterprises to keep a log of past communications for both reference and compliance purposes.
The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

**Content Score** is affected by:
1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

**Market Presence Score** is affected by:
1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

**Company Score** is affected by:
1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

**Customer Success Report Award Levels**

**Market Leader**
Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

**Top Performer**
Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

**Rising Star**
Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.
2019 Customer Success Awards

Check out this list of the highest rated Email Security Software based on the FeaturedCustomers Customer Success Report.

Market Leaders

AGARI

Barracuda

mimecast

Proofpoint

SonicWall

Top Performers

Avanan

TitanHQ

Valimail

Zix

Rising Stars

GreatHorn

mailguard

Spamina
OVERALL BEST
OF EMAIL SECURITY SOFTWARE

BEST IN CATEGORY

proofpoint®
ABOUT PROOFPOINT

Proofpoint, Inc. helps the most successful companies in the world protect and govern their most sensitive business data. Proofpoint is an innovative security-as-a-service vendor that delivers data protection solutions that help organizations protect their data from attack and enable them to effectively meet the complex and evolving regulatory compliance and data governance mandates that have been spawned from highly publicized data breaches.

202
Customer references from happy Proofpoint users

"With Proofpoint, not only do we see the threats, who is targeted, and who has clicked, but we also get contextual data on the correlated threat campaigns. We really like the ability to easily research a threat campaign and report to our leadership team on how well we’ve protected OBOS against it."

Frode Hanssen
IT Manager, OBOS

"With Proofpoint, more than 90% of email attacks are stopped before they reach employee inboxes. We went from seeing about 20 incidents per month to only one or two, and we haven’t had a major targeted attack."

Shawn Feezel
Senior Systems Administrator, IT Infrastructure and Operations, Benchmark Electronics

"Antispam and dynamic reputation filtering features in Proofpoint Email Protection helped tremendously. We see minimal amounts of spam, and we are able to work with our small staff to investigate security alerts."

Patricia Vendt
Email and Collaboration Software Administrator, Wright State University

"The built-in email digesting functions are above and beyond what we’d had before. Initially, we focused on inbound threats; because Proofpoint also provides email encryption, we could solve several issues at the same time."

Sean Murphy
IT Administrator, Scalar Decisions
2019 MARKET LEADERS

AGARI

Barracuda
Your journey, secured.

mimecast

SONICWALL™
ABOUT AGARI

Agari is transforming the legacy Secure Email Gateway with its next-generation Secure Email Cloud™ powered by predictive AI. Leveraging data science and real-time intelligence from trillions of emails, the Agari Identity Graph™ detects, defends, and deters costly advanced email attacks including business email compromise, spear phishing and account takeover. Winner of the 2018 Best Email Security Solution by SC Magazine, Agari restores trust to the inbox for government agencies, businesses, and consumers worldwide. Learn more at www.agari.com.

“"We were able to increase customer trust and dramatically reduce the number of phishing attacks by using Agari Brand Protection. We were able to protect our domains and products from brand abuse. We ended up rejecting 80K emails using DMARC policy.””
Satheerthan Nair
IT Architect, Merck & Co.

“"With Agari Customer Protect we prevent the delivery of thousands of fraudulent emails every month, triggered by cybercriminals who attempt to use our brand or phish our members.””
Ben Schoenecker
Senior Security Engineer, AllSouth Federal Credit Union

“"We were able to identify and block advanced email attacks that our Secure Email Gateway missed by using Agari Advanced Threat Protection.””
Keith Kroslow
Senior Email Engineer, Proskauer Rose LLP

“"We had a very scary experience when we almost allowed $980,000 of a client’s money to be sent to a fraudulent account. After having a near miss with a financial catastrophe, it’s really fantastic to have our confidence and trust back in our email interactions thanks to Agari.””
Mark Levenson
Value Monitoring, Inc.
ABOUT BARRACUDA NETWORKS

Barracuda provides cloud-connected security and storage solutions that simplify IT. These powerful, easy-to-use and affordable solutions are trusted by more than 150,000 organizations worldwide and are delivered in appliance, virtual appliance, cloud and hybrid deployments. Barracuda’s customer-centric business model focuses on delivering high-value, subscription-based IT solutions that provide end-to-end network and data security.

"Barracuda NG solutions proved to be an excellent basis for cost-efficient site networking with their fast implementation, clear management concept, and extensive range of features.”
Manfred Prehsegger
IT Manager, Berglandmilch

"It was a real eye-opener for us. We knew right away that Integreon could dramatically improve its data protection and reduce operating costs by deploying Barracuda Backup to all regional and local offices.”
Sanjeev Jain
Chief Information Officer, Integreon

"Of all the products we tested only Barracuda Cloud Generation Firewalls provided internet and VPN load balancing across multiple uplinks combined with full next-generation security capabilities on a single appliance.”
Ivar Indekeu
ICT Infrastructure Manager, H.Essers

"I wanted to secure all my threat vectors with a complete solution from a single vendor that builds reliable and turnkey products, is cost-effective, and has phenomenal customer support. That is why I went with Barracuda for Total Threat Protection.”
Ben Warringer
Business and IT Operations, Wade Ford
Mimecast delivers cloud-based email management for Microsoft Exchange, including archiving, continuity and security. By unifying disparate and fragmented email environments into one holistic solution that is always available from the cloud, Mimecast minimizes risk and reduces cost and complexity, while providing total end-to-end control of email. Founded in the United Kingdom in 2003, Mimecast serves more than 7,000 customers and 1.7 million users worldwide and has offices in Europe, North America, Africa and the Channel Islands.

“It took care of all our needs and issues in one go. Mimecast Email Archiving stores all in- and outbound email in triplicate, offsite archives for a default 10 years. And Mimecast Email Security has an unequalled reputation for cleaning viruses and spam in the cloud.”

Kevin Jansen van Rensburg
ICT Manager, Rockwell Diamonds Inc

“Mimecast has proven incredibly cost effective. We have enhanced our email systems in every way, from reliability and disaster recovery to the user experience, mobility and productivity, and all that has been covered by the budget we set aside solely for a new email archiving solution.”

Ken Apps
IT Manager, Thynne & Macartney

“A major incentive for us was the flexible stationery and branding that Mimecast allows. It lets us design multiple stationery setups and then rotate them according to season or certain events.”

Marlene Warrington
IT Manager, Engen

“The email archive feature was a key reason why we chose Mimecast over other suppliers. Capturing and storing internal, inbound and outgoing emails provides a comprehensive back-up and supports business continuity by allowing us to access our emails in the event of any issue arising with Microsoft Exchange.”

Crispin Gray
Head of Information Systems, The Royal Albert Hall, Royal Albert Hall
ABOUT SONICWALL

SonicWall has been fighting the cyber-criminal industry for over 27 years defending small, medium-size businesses and enterprises worldwide. Backed by research from SonicWall Capture Labs, their award-winning, real-time breach detection and prevention solutions secure more than a million business and mobile networks and their emails, applications and data. This combination of products and partners has enabled an automated real-time breach detection in over 215 countries and territories.

“We can now enjoy a complete remote access solution without escalating infrastructure costs or complexity. At the same time, we can set corporate policies for each remote user to access specific applications and resources.”

Joe Liew
Senior Manager, Pacific & Orient Insurance Co. Bhd

“The solutions ensure that all our systems carrying confidential patient data are protected from all known internet threats, and they provide a clear separation of the traffic between us and the rest of the NHS.”

Michael Ross
DMIC Infrastructure Manager, Yorkshire and Humber Commissioning Support

“The perimeter protection provided by SonicWall helps identify when potential attacks are coming in, whether it be voice over IP, toll fraud, or through the tenant’s mail services. SonicWall delivers extremely good protection and reporting to tell us exactly what is happening.”

Clinton Marsh
Chief Technology Officer, KMC Solutions

“Since we implemented SonicWall's firewall appliances, we can connect to all the servers at the same time without having to disconnect from one network and reconnect to another.”

Stancu Stefan
IT Manager, Preturi Pentru Tine
Avanan catches the advanced attacks that evade default and advanced security tools. Its invisible, multi-layer security enables full-suite protection for cloud collaboration solutions such as Office 365™, G-Suite™, and Slack™. The platform deploys in one click via API to prevent Business Email Compromise and block phishing, malware, data leakage, account takeover, and shadow IT across the enterprise. Avanan replaces the need for multiple tools to secure the entire cloud collaboration suite, with a patented solution that goes far beyond any other Cloud Email Security Supplement.

"What attracted us to Avanan initially was the ability to add additional layers of security for Office 365 without the need to reroute our email. This was critical for us as the other gateway options introduced additional hops in front of Office 365 and amounted to a total remove-and-replace of Microsoft’s security."

Hershell Foster
CIO, Capital Caring

"Since using the Avanan cloud security platform, I've been able to discover and prevent some security issues that I didn't even know were happening before."

Jeff Madsen
CTO, ALEX Alternative Experts

"The deployment was extremely simple. You just need a user with super-admin credentials, say ‘yes’ to a couple of boxes, and it's installed and working."

Chad Marlow
Director of Operation of Technology, Bethel School District

"Avanan was so quick to deploy; we just checked the boxes of the security stack we wanted to incorporate, and almost immediately, we observed the phishing attacks and malware it was catching."

Jim Nonn
Chief Information Officer, Egan Company
ABOUT TITANHQ

TitanHQ provides email and web security solutions (anti-spam, web filtering and email archiving) to IT professionals so that they can protect their network and employees from a range of threats including spam, malware and phishing attacks. They offer businesses a comprehensive, yet affordable subscription-based suite of security solutions that incorporates the latest spam and virus protection, web security and email archiving technology.

“SpamTitan has a very organized and attractive web interface. The functions and features of SpamTitan are grouped and sorted logically. Once you have the system setup very little tuning is necessary. Best of all, end-users can manage their own spam-queue and the reporting and logging is a sysadmin’s dream.”

Ron Cohen
Chief Executive Officer, Penta Systems

“What I like the most about SpamTitan is the fact that it is an appliance that can run as a Virtual Machine. It highly simplifies the implementation of the product in any environment or architecture. With SpamTitan, it is easy to manage any internet domain and all the rule related to them.”

Luca Sari
Senior IT Consultant & Partner, 2S-tech Pte. Ltd.

“TitanHQ provides regular updates to the software without trying to change the systems after every update. You know that they are going to provide a consistently good product, version after version.”

Steven McGovern
Director Of Technology, Healthmaster

“SpamTitan email spam filter is hands down the best spam firewall you’ll find for the price. The configuration and tools will give you the same quality service as any of the big and pricey spam fire walling services. The web controls are intuitive and easy to understand.”

Jamie Kovach
IT Director, Scope Services
ABOUT VALIMAIL

ValiMail provides the first and only truly automated email authentication solution for brand protection and anti-fraud defense. ValiMail’s patented, standards-compliant technology provides an unrivaled one-click solution for DMARC enforcement to stop phishing attacks, increase deliverability, and protect organizations’ reputations. ValiMail authenticates billions of messages a month for some of the world’s biggest companies in finance, government, transportation, health care, manufacturing, media, technology, and more.

"Our goal is to give Microsoft customers greater ability to protect their users and gain control over how their email domains are being used. ValiMail’s technology can now enable them to exert that control, within Office 365 as well as for any cloud services using a customer’s domain.”

Ryan McGee
Director, Microsoft Security Marketing, Microsoft

"ValiMail quickly and efficiently provided us with visibility and control of our email services – both legitimate and phish.”

Gary Miller
Senior Director, Information Security, TaskUs

"Managing DMARC, SPF, and DKIM is now painless and error free thanks to ValiMail.”

Kobi Lechner
VP Security, Wix

"ValiMail quite simply solved our phishing, visibility, and control problems in a way we hadn’t been able to through other means.”

Chris Cravens
Head of Information Technology Services, Uber
ABOUT ZIX CORPORATION

Zix Corporation (Zix) is a leader in email security. Trusted by the nation’s most influential institutions in healthcare, finance and government, Zix delivers a superior experience and easy-to-use solutions for email encryption and data loss prevention, advanced threat protection, unified information archiving and bring your own device (BYOD) mobile security. Focusing on the protection of business communication, Zix enables its customers to better secure data and meet compliance needs.

"Having seamless email integration was high on our list. We share sensitive information such as Social Security Numbers and account and pension balances with our partners. The Zix solution lets us securely exchange this data.”

Peter Dewar
Director of Information Technology, District of Columbia Retirement Board

"Zix email encryption and policies are a way for us to meet our HIPAA requirements and automatically prevent spillage for everyone in our organization. It serves as a cost saving measure, keeping us from facing fines related to a breach.”

Patrick Santiamo
Cyber Security Analyst – Cyber Security, Memorial Hermann Health System

"I wanted an encryption solution targeted to the financial services market that needed very little investment in human capital and resources to set it up and minimal maintenance after that. Ease of use and installation was key. That’s what Zix delivered.”

Don Morash
Vice President and Information Security Officer, Bank Rhode Island

"With ZixOne, we are confident that our customers’ information is protected and that our employees can access corporate email wherever and whenever they need it.”

Betty Hughey
EVP, CFO & COO, Third Coast Bank
2019 RISING STARS

GreatHorn

mailguard

SPAMINA
Securing Digital Communications
GreatHorn is a cybersecurity company that helps organizations detect and prevent spear phishing and credential theft attacks automatically. The first and most powerful solution for stopping business email compromise, domain imposter, and whaling attacks, GreatHorn is natively integrated into Google Apps and Office 365, deploys in 15 minutes, and requires no changes to your existing mail routing or email gateway.

“GreatHorn’s cloud-based email analytics suite gives us the insights we need to identify and mitigate threats to our employees and enterprise, and are essential to our overall security approach.”

Nick Vigier
Director of Security, DigitalOcean

“GreatHorn helps us monitor and mitigate security threats by automatically screening email content without materially impacting our normal workflows and productivity.”

James Dowd
North Capital Investment Technology

“GreatHorn’s ability to unmask phishing and social engineering attacks based on context truly sets it apart.”

CSO Online

“GreatHorn empowers our team to secure our entire communication infrastructure with a powerful, flexible, automated solution.”

Scott Schultz
Hired.com
ABOUT MAILGUARD

MailGuard is one of Australia’s leading technological innovators and the world’s foremost cloud web and email security service, providing protection against cybersecurity threats including malware, ransomware, spyware, phishing, spear phishing, viruses, spam and similar malicious scams to customers in 27 countries. MailGuard is the world’s largest private Software as a Service (SaaS) cloud email and web security company.

"In this industry we’re completely dependent on information and communication technologies to support our ongoing commitment to new overseas ventures. Email is vital to our success – it provides a simple, cost effective solution for communicating with drilling teams in remote areas, as well as connecting various employees, partners and…"

Luke Samata
Network Administrator, Tap Oil

"It was very easy to setup. Email instructions were provided clearly and we didn’t even need to contact their support team to complete the service provisioning. It really was that easy!"

Harry Erawan
IT Manager, Carpet Court

"We need to be proactive in addressing the goals of the organisation and focus our efforts in this area. An outsource solution was a clear choice."

Paul Bamford
IT Manager, Melbourne Zoo

"We found that on average, 97 percent of email previously received was spam and we were losing time and legitimate emails through inadvertent deletion."

Malcolm Rixon
Systems Engineer, Downs MicroSystems
ABOUT SPAMINA

Spamina is a European-based security company that develops and provides corporations with flexible and Secure Digital Communications. Managing and mitigating cyber-crime related risk is critical. Widely known electronic communications means such as email, as well as the increasingly used instant messaging, are channels where the corporate digital assets can be jeopardized. Simile Fingerprint Filter® proprietary technology protects corporate networks from advanced and zero-day threats. Spamina provides a safe communication environment where business continuity, service scalability and cost-effectiveness are ensured. Their cloud services range from enterprise secure email platform, enterprise mobile management, email & IM gateway protection to archiving and encryption & DLP solutions for legal compliance.

"Looking and testing between the different solutions available on the market, we saw that the solution [that fit] better to our needs and requirements for a secure and clean corporative email was the solution offered by Spamina.”

Ivan Serra
Network and Security Manager, Azimut Yachts

"For our type of organization and the volume of mail we handle, this project has entailed an expenditure of less than one euro cent per mailbox per day, every day of the year. If we had not gone with Spamina, we would have been looking at significant additional expenditure on hardware, software, and human resources to manage the operation.”

Guillermo Herrera
Director of IT, ARAG

"Email is one of the pillars of business activity. Big companies provide resources to protect and secure; however, pymes are often facing difficulties to implement data protection strategy. Spamina provides this secure environment to all organizations, no matter the size of the company or the budget.”

Jorge Gutierrez
General Manager, AMG Group

"TEK’s goal is to produce innovative, high-quality products because that’s what gets us to our other goal: customer satisfaction. And we expect the same from our suppliers.”

Massimo Bonometto
Responsible of IT, TEK Automotive