



Netbox Blue saves Aged Care Software from spam avalanche

When Melbourne-based Aged Care Software Group was hit by more than seven and a half million spam emails in one day, crashing the ISP server and threatening to send them out of business, Managing Director Ken Wragg realised it was time for a drastic security overhaul.

“There was one day we had over seven and a half million spam emails and it took down our ISP. If you’re not getting your own email, you’re dead in the water. It was a matter of fix it or go out of business and we couldn’t afford not to fix it,” said Ken Wragg, Managing Director, Aged Care Software.

Mr Wragg transformed the company’s spam nightmare and improved its business prospects by installing a Netbox. With its unique pre-delivery filtering system, the Netbox blocks spam at the SMTP level, releasing pressure from the network.

**“Everything is running like clockwork now.
Implementing the Netbox is the greatest thing we’ve ever done.”**

Ken Wragg, Aged Care Software, Managing Director

The Organisation



Aged Care Software is Australia’s premier software supplier to the Aged Care sector, and is dedicated to developing the highest quality range of software products and services for Aged Care Providers. These include systems such as payroll, rosters, resident billing, trust accounting, care plans and assessment.

Aged Care Software staff have over 25 years experience in developing systems for Aged Care Providers in Australia, and the company boasts 500 clients across Australia.

The company spent more than two decades building up their reputation in the Aged Care sector and in just one day, spam threatened to destroy it, putting the entire business and its operations at risk.

The Situation

Aged Care Software had always hosted its own web server. But Mr Wragg found that large and uncontrollable amounts of spam were crashing the system and internet link daily, legitimate email wasn’t getting through and they had no communication with their customers.



“A lot of our support requests and sales requests come through by email. If you’re not getting support requests, and you’re not giving support, in our game, you’re dead. Aged care is a small industry – everyone knows everyone and if you’re not delivering, it gets around by word of mouth. After 20 years in aged care you don’t want to destroy a reputation that took a hell of a lot of time to build,” Mr Wragg says.

After many frustrations, the company moved its server off-site, hoping to solve its problems. But the spam nightmare continued. Mr Wragg was still receiving 200 spam emails a day, even though a spam filter had been put in place.

“It was driving me nuts. I think every spammer on the planet had our details. I had 200 spam emails a day and I had to look at each one. Who is that? Is that someone I want to talk to? It was absolutely crazy,” Mr Wragg says.

The massive spam assault was not only causing frustration in the office it was costing the business money. Download costs were spiraling. Aged Care Software changed carriers and plans several times but was required to find an extra \$400 every month to cover additional charges.

The company suffered two hacking attempts that if successful could have been catastrophic for the business. “It would have been a disaster if they got in there and destroyed anything. We’re a software development company with all of our source code on the servers,” Mr Wragg says.

Then, when Mr Wragg thought his spam problems couldn’t get any worse his email connection began to fail. For a month and half the company was receiving virtually no emails at all. After more than seven million spam emails bombarded the company in one day and crashed the ISP, Mr Wragg sought a permanent solution.

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Ken Wragg, Aged Care Software, Managing Director

The Solution

Aged Care Software needed a spam filter that provided 100% protection from spam and 100% email and internet connectivity security. Mr Wragg looked at several options before seeing the Netbox in action at one of network integrator Systemcraft’s clients. He was so impressed he ordered one.

Netbox Blue stood out because of its unique pre-delivery filtering system, which blocks an average of 95% of spam at the SMTP level. The filtering engine analyses the email characteristics before downloading it to a company’s network. The engine performs a series of eight high level checks using a centralized database of real time feeds from Netbox Blue’s global network of datacenters and honeypots.

Email that gets through these initial pre-delivery checks is then processed through the unique gateway filtering engine. At this level, Netbox Blue’s technology analyses an array of attributes of the message including linked pages, image words, attachments (such as PDF) and known spam, hoax and phishing fingerprints to ensure only the cleanest of emails are delivered onto a company’s network.

This, combined with the company’s philosophy of zero false positives, ensures an unbeatable anti-spam product.



"We recommend the Netbox to all of our clients and have sold over a hundred already." Systemcraft Managing Director, Claudio Antonioli, says. "Our clients tell us that the Netbox is the best solution we have ever put in for them. It saves them countless hours clearing spam, gives them great security and reliable connection for the internet and email. It also allows us to provide them with secure remote support. They value this very highly."

"Our customers gain total peace of mind from their Netbox solution and we love the fact that it is so reliable."

Claudio Antonioli, Systemcraft, Managing Director

The Results

The Netbox has resolved Aged Care Software's spam crisis. While still being hit by a whopping 5 million spam emails a month, with the Netbox in place, almost 100% of these are blocked at the SMTP level. The company has had no excess download charges and more importantly has enjoyed 100% email and internet connectivity.

Netbox Blue Chairman John Fison says the staggering number of spam emails bombarding Aged Care Software is not uncommon. Blocking spam at the SMTP level is now vital to prevent spam crashing a company's network and inflicting crippling download costs. Download costs can climb into the thousands if spam is downloaded first and then filtered.

"We are seeing dramatic increases in spam across the world. Our expectation from the global trends is that spam will only increase and we are pleased to offer our customers dynamic IP reputation black listing and real time zombie host detection systems along with our proven pre-delivery filtering technology," Mr Fison says.

The technology is world class, but for Aged Care Software Managing Director Ken Wragg it's the results that say it all.

"It's brilliant. Absolutely brilliant. I couldn't recommend anything more highly. For anyone else with spam problems, I'd say get a Netbox. We couldn't be without it."

Ken Wragg, Aged Care Software, Managing Director

About Netbox Blue

Netbox Blue is a leading provider of internet and email security, filtering and management solutions. Netbox Blue provides organizations with the tools to protect their network from internal and external threats, control data leakage and ensure staff use the internet productively. The company offers a broad portfolio of products and services including Unified Threat Management appliances, email filtering appliances, soft appliances (for virtual environments) and OEM-ready solutions. The company was established in 1999, is privately held and is based in Australia. Netbox Blue has a presence in 18 countries and has partnerships and distribution agreements with some of the world's largest IT providers.

**More information is available at netboxblue.com
Contact us on email at sales@netboxblue.com or call us on 1300 737 060**