

Drakonim

Drakonim is a specialist Internet Service Provider that sells Internet services to customers throughout the UK. The company specializes in providing a high level of support in the area of network infrastructure, and its services are mainly in the area of Internet connectivity, Internet security, Internet telephone systems and email.



What
Internet Service
Provider



Where
UK



Who
Principle Technician
- David Christy

OVERVIEW

Drakonim are partners with many industry leaders, including Veeam, 3CX, Avast and Microsoft. The company also provides a consultancy service to a small number of long-standing businesses (some for more than 30 years), where responsibility is taken for their entire IT system.

CHALLENGE

"For many years, Drakonim has provided a SmartHost solution to its customers as well as an incoming mail filtering solution. Whilst the incoming systems have had a great deal of time, money and effort put into them, the outbound mail has been sadly neglected. Recently an undiscovered 'bug' in our outbound servers resulted in a few hundred thousand spam emails being sent through our service. As a result of this, our outbound email was being marked, or blocked. This affected all of our customers."



“SMTP2GO deliver what they promise very quickly, and have the technical support staff to make that happen.”

SOLUTION

"After spending three days under a lot of pressure to resolve the problem with our own servers, I contacted SMTP2GO. From the start, with excellent technical assistance from the support team, I had a test system operating within 10 minutes. Within 24 hours, I had moved the key customers to the service with no stress at all. Since then the service has performed flawlessly. The reporting functions are also a key benefit for us. In the past, if an outbound email had been blocked, it was very hard to define why – but with SMTP2GO it's easy."