VOTIRO

Leading Cloud Provider Secures Email Files at Scale without Interrupting Business Operations

About the
Client

This leading Cloud Computing Solution Provider dates back 20 years and offers a broad range of web services, including VPS and dedicated servers. The Provider has a strong global presence in Europe, North America, and Asia, and is recognized for its excellent customer service and high customer satisfaction ratings.

The Provider has grown to become one of the most prominent hosting providers in Europe. The Provider aims to empower businesses to succeed in the digital world by providing reliable, secure, and scalable cloud infrastructure solutions. It offers extensive services, including web hosting, cloud storage, email solutions, and domain names.

The Challenges

The Provider needed to accept files and content from partners and customers without the risk of potential hidden threats. They previously implemented a document sanitization solution to help, but faced significant challenges with this existing solution, which was open-source and had limited capabilities across file types.

Limited Functionality

Despite preserving content and formatting, the open-source solution could not handle additional functionality, such as sanitizing macros, leaving the customer's files vulnerable. The existing solution was also only limited to a small amount of file types. The Provider needed to accept many types of files and content, including macro- embedded excels, video files, and various text documents in order to conduct business globally and create revenue.

Scaling Issues

One of the biggest challenges the Provider faced was the instability of the existing solution's API, which required a command-line implementation. This limitation made the open-source solution difficult to scale, especially for large volumes of files, and also required manual user intervention, which could lead to files being accidentally or deliberately skipped during the sanitization process.

Limited Resources for Manual Maintenance or Interventions

The Provider also required a solution that would eliminate the need for manual intervention, reducing the risk of errors and ensuring that all files were consistently sanitized.

> *"Really easy to manage your dashboard... this is how a modern product should look! And it's easy to integrate."*
> — Cloud Provider

The Solutions

The Provider found a comprehensive solution with Votiro for Email, rather than requiring a complex cloud deployment used by other solutions. Votiro underwent a rigorous selection process, including ten months of technical and commercial testing, before being selected as the best solution to meet the customer's needs. The Provider deployed Votiro on its private cloud environment.

Seamless API Integration

One of the key advantages of Votiro is its integration with the Provider's existing email solution via API. This integration creates a seamless and frictionless sanitization pipeline that requires no end-user intervention, allowing for the automatic and thorough sanitization of all files that pass through email. This streamlined process reduces the risk of human error and eliminates the need for administrative oversight, freeing up staff to focus on high-value tasks.

No Manual Updates or Maintenance Needed

The solution implemented for the Provider has frequent updates and feature improvements, but never without making major configuration changes or requiring long outages — all thanks to Votiro's commitment to customer success. In fact, the Provider was invited to shape the roadmap and advise on the product's future direction.

No Disruption to Emails

Votiro operates invisibly to end-users as part of the email pipeline, creating a genuinely zero-trust protection environment. This means that the sanitization process occurs automatically and in the background, with no need for end-users to take any action or even to remember to launch the sanitization process. This approach ensures that every file that passes through email is automatically and comprehensively sanitized, preventing threats from slipping through, even those appearing to come from trusted third parties.

In addition to offering a comprehensive solution for in-house use, the Provider is also exploring opportunities to provide Votiro to their customers. By leveraging Votiro's advanced content disarming technology, the Provider can eliminate file-borne, zero-day threats and protect its customer data and systems against a broad range of emerging malware.

Before

Implementing Votiro

👎 Previous solution leveraged open-source software that was poorly updated and required manual processes.

👎 The previous solution also did not scale well for large volumes of data.

👎 Lack of professional software support left teams managing issues on their own.

After

Implementing Votiro

👍 Seamless solution removes manual processes, automatically sanitizing all data without the need for user intervention.

👍 Cloud-based solution automatically scales to accommodate the load, so users are not left waiting for data to process.

👍 Votiro ensures that it is consistently updated, improving performance and features throughout its lifecycle.

Votiro helps keep Cloud Services Companies Safe from Known and Hidden Malware Threats

Votiro provided the Provider with an innovative and robust solution that overcame the limitations of their previous solution, providing a frictionless and automated sanitization pipeline. With Votiro, the Provider can ensure the comprehensive protection of their data and systems while reducing the risk of human error and freeing up staff to focus on higher- value tasks.
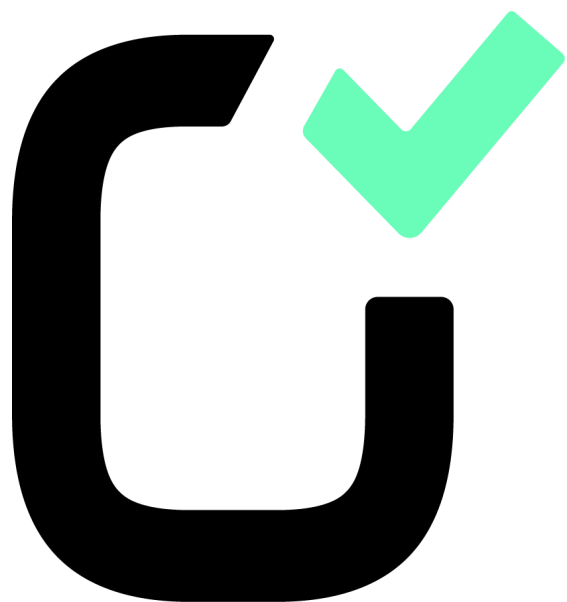
Safe Files. Votiro disarms all content without the need for Antivirus or signature-based detection, rebuilding files with only known-safe components.

Delivered Seamlessly. API-based plug and play integration allows Votiro to work without changing existing infrastructure.

At Massive Scale. Votiro scales up and down to accommodate the needs of the Provider and its hundreds of customers, ensuring that work never stops due to security risks.

Try Votiro Free
for 30 Days

See how Votiro stops threats before they ever reach your endpoint with a **free trial!**

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