



Success story

mail.de and eXpurgate

A strong partnership for the best possible email security

mail.de GmbH is a renowned email provider based in Germany that stands for innovative, reliable and secure communication. Special emphasis is placed on a high standard of security and data protection - email security forms the basis and combines a secure email inbox with convenience, reliability and the best possible quality.

Over the years, the dataglobal Group

with its eXpurgate solution has proven to be the ideal partner for a strong level of security that can fulfil the requirements of mail.de customers with highly efficient detection.



mail.de and eXpurgate - A perfect match

With a clear focus on secure email communication, eXpurgate is an important building block for mail.de. 'Our customers want a spam and virus-free email inbox, which is why eXpurgate is an important core function of our email service,' says Fabian Bock, founder and CEO of mail.de GmbH.

A look 'under the bonnet' of the email service reveals various eXpurgate modules, including eXpurgate SMTP (as a proxy before the MTAs) and eXplain-API, which is built into the AdminTool. It has also been established that copies of all false negative reports and spam traps are forwarded directly to the Detection Lab.



Overall, the partnership is based on strong technical cooperation and an efficient exchange of feedback and information. An arrangement that has worked extremely well for years and achieves the desired results for user safety.

Regular feedback meetings

The technical collaboration between mail.de and eXpurgate includes semi-annual feedback meetings. New features, suggestions for improvement and user requests are discussed at these meetings. The aim is to continuously optimise email security and tailor it to the needs of users. The direct dialogue also allows both parties to react quickly to changes in the

threat situation and develop appropriate solutions.



Close dialogue for fast response times

An important aspect of the partnership is the co-operation in reporting false positives and false negatives via email. Both individual users and the mail.de security team can report suspicious emails to eXpurgate. This enables a quick review and adjustment of filters to minimise misclassifications and improve the detection rate of spam and malware. The joint response to large waves of spam that are not immediately re-

cognised is particularly important. Through effective communication and coordinated action, mail.de and eXpurgate can respond quickly to incidents and take appropriate countermeasures to minimise the impact on users.



Summary & A look into the future

'Through personal contacts and regular meetings, Feature requests and suggestions for improvement are addressed individually,' says Fabian Bock. 'That's what makes the collaboration so effective and efficient - and in a pleasant, personal setting.'

Personal dialogue is therefore a key component. „This factor is particularly important to us, as it is the only way we can make real progress in improving our products and services. The threat situation in email communication is constantly changing and with the dataglobal Group, we have a partner at our side who recognises the need to continuously adapt our services.“

For the future, the successful collaboration is set to continue: 'There is great interest on both sides in further improving spam and virus detection in the future,' says Fabian Bock.

