

CASE STUDY: MTN COTE D'IVOIRE

MTN COTE D'IVOIRE (MTNCI), THE LEADING MOBILE COMMUNICATIONS PROVIDER IN COTE D'IVOIRE, IS USING THE CYBONET OUTBOUND SPAM GUARD TO REMAIN OFF OF THE IP BLACKLISTS



THE ORGANIZATION

MTN Cote D'Ivoire (MTNCI)

CHALLENGES

- Reduce spam that leaves network
- Remove IP addresses from blacklists (RBLs) like UCEPROTECT
- Reduce bandwidth consumption
- Reduce customer complaints of emails not being delivered
- Strengthen brand reputation

THE SOLUTION

- CYBONET Outbound Spam Guard
- Reduce spam from leaving the network
- Carrier-grade solution can process billions of SMTP sessions daily
- Transparent Solution does not interfere with service to customers

OVERVIEW

MTN Cote d'Ivoire (MTNCI) is the leading mobile communications provider in Cote d'Ivoire offering affordable communications solutions based on post-paid and prepaid services. MTNCI has rolled out its network in all major urban areas in the country representing 154 cities and towns and offers distinctive features such as a high quality network quality, versatile product offerings, a wide geographic coverage, attractive prices and a track record for innovation. MTNCI employs about 2,000 people and has over 6.5 million subscribers.

THE CHALLENGE

With the steady expansion of its broadband/DSL/Mobile services, MTNCI engineers were becoming increasingly aware of spam that was originating from their network. A large percentage of MTNCI's subscribers' PCs were becoming controlled by botnets. These botnets operate by infecting computers with malware and then using those computers to send spam – usually without the subscriber's knowledge. Botnets had infected a large portion of computers in the MTN network and were using MTNCI IP addresses to distribute massive quantities of spam. IT industry analysts agree that over 90% of all email spam is generated and distributed by botnets. In the MTNCI network there were periods where close to 99% of all outbound email was spam. As a consequence of these such high spam levels, several of the major DNS blacklist providers added MTNCI's IP address pool to their lists – what is commonly referred to as being “black-listed”. As a result, email messages from MTNCI's customers were being blocked by receiving ISPs. Soon, corporate customers began searching for a more stable email service – leading them to take their business to competitors.

SOLUTION REQUIREMENTS

When MTNCI began their search for an effective solution, it was clear that there were some basic requirements:

- **Reduce IP Abuse:** The Solution had to ensure that MTNCI IP addresses were removed from the DNS blacklists
- **Carrier-Grade Solution:** The Solution must be able to handle email traffic of billions of messages a day
- **Transparent Solution:** The Solution must stop spam without impacting legitimate customer service—a traditional mail gateway/anti-spam solution is much too intrusive
- **Identify Infected IP Addresses:** The Solution had to identify those customers whose PCs were infected
- **Reduce Bandwidth Consumption:** The Solution must reduce the total bandwidth being consumed by spam

RESULTS

After deploying the CYBONET Outbound Spam Guard, MTNCI benefitted from several near immediate results:

Massive Reduction of Spam Leaving Network: Within hours of deploying the OSG Solution total volume of emails leaving the MTNCI network was reduced by 98%.

Removal of IPs from Blacklists: After deploying the CYBONET OSG, MTNCI was removed from UCEPROTECT's Top Spamming Networks List. Within one week, and before even full implementation of the solution across the entire network, the OSG reduced the number of known spammers in the MTNCI network and effectively removed MTNCI from several major IP blacklist databases.

Reduction in Customer Complaints: MTNCI was able to effectively reduce the number of customer complaints related to undelivered emails. Furthermore, with the in depth statistics that the OSG Solution provides, MTNCI network engineers were able to pinpoint which subscribers had become infected by botnets and were able to begin to proactively clean their network.

Improved Administrative Efficiency: OSG provides MTNCI with real-time, granular statistics regarding outbound spam characteristics and IP address infections. Armed with this information, MTNCI has been able to more efficiently respond to botnet infections – neutralizing their activities and cleaning the infected machines.

ABOUT THE OUTBOUND SPAM GUARD SOLUTION

The CYBONET OSG is a carrier-grade solution that can be easily deployed to scan and block up to 99% of all unwanted or malicious outbound email traffic. Easy to deploy, the OSG functions as a transparent proxy that informs the Service Provider, in real time and with granular level statistics, about which IP addresses within their networks are being controlled by botnets.

The OSG is the ideal solution to neutralize botnet activity within a Service Provider's network. By harnessing the power of CYBONET's OSG, a Service Provider can reduce their blacklisted IPs, improve their IP reputation and reduce the unwanted consumption of their bandwidth.

ABOUT CYBONET

CYBONET, formerly known as PineApp, was originally established as an Email Security Solutions Company. Since 2002 CYBONET's internet security and network control products enable SMB/E's and Telcos to comprehensively protect their critical network infrastructure. Whether through the flagship PineApp Mail Secure solution or the next generation of Cyber Protection solutions - CYBONET is dedicated to security. With a renewed dedication to our valued Partner community as well as the development of a platform for Managed Service Providers to more efficiently deliver our solutions - CYBONET is committed to bringing our technologies to all corners of the globe.