

RFO chooses MailInBlack for all-round protection



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Can you briefly describe your sector of activity and your establishment?

RFO — Réseau France Outre-Mer (France Overseas Network) — brings together 1 500 partners, 17 televisions and 10 radios to ensure a 24-hour a day presence over three oceans.

Ten regional stations (Guadeloupe, Guyana, Martinique, Saint-Pierre and Miquelon, Réunion, Mayotte, French Polynesia, New Caledonia, Wallis and Futuna and Paris), two TV networks (excluding Mayotte and Wallis), two radio networks and a satellite network make it the biggest audiovisual force overseas.

RFO has been a member of the 'France Télévisions' group since 12th July, 2004.

What type of dysfunctions did spam cause in your company?

RFO is present throughout the planet. Consequently, a messaging service is the ideal tool for our communication. We use it daily.

As spam represented 80 % of our e-mails, it had become a scourge, both for our users and our I.T. department.

Among the frequent issues linked to spam (reduction in employee efficiency, loss of "valid" messages due to spam, over-extensive administration, deterioration of the I.T. infrastructure), which were the most harmful?

There was a double impact from the spam:

- For the users who were becoming increasingly exasperated by unwanted e-mails.
- For those of us in charge of the messaging service, who were spending all our time managing the spam and searching for e-mails that had disappeared ... That daily management issue was leading to a waste of time and energy for us, which was doubled by the growing dissatisfaction on behalf of the users.

Why did you choose the MIB anti-spam solution? What were the main criteria which led to this choice?

To us, MailInBlack seemed to be the solution whose approach would break the infernal cycle in the race between spammers and anti-spammers.

No more need to wait for the latest version or anti-spam up-date to stop the latest spam!

The idea that users can manage their authorized mail by means of reports means that no messages are lost due to an anti-spam error.

In addition, it is possible to consult stopped e-mails at home or elsewhere, from anywhere in the world. This was of great interest to our partners who are often travelling.

What over-all advantages do you derive from it?

They can be resumed thus:

- The ease in setting-up but on the other hand, a lot of work informing users about how MIB works.
- Once the workings of MIB had been absorbed by the partners, the user-friendliness thanks to the reports.
- Spam was stopped overnight.
- The users have rediscovered the pleasure of using their messaging service under normal conditions, and no longer spend their time sorting through e-mails.
- For the CIO, the time spent fighting against spam has been reassigned to other, more productive tasks.

We have very much appreciated the reactivity of MIB's support. It was very important for us as there are not very many of us and we had neither the means nor the time to resolve the problems that arose.

RFO's Head Office



The first solution eliminating 100% of spam