



NIFCLOUD
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NIFCLOUD REDUCES CUSTOMER INQUIRIES, INCREASES THREAT DETECTION RATE WITH VADE SECURE

NIFCLOUD (formerly Nifty Cloud) is a domestic public cloud service based on VMware. With more than 7,000 customers, NIFCLOUD is a leading ISP in Japan that delivers infrastructure and digital business products and services, including hosting, networking, storage, and email.



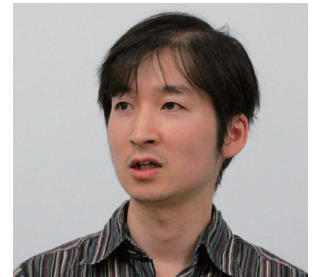
THE CHALLENGE

Currently, spam email accounts for about 40 percent of the domestic emails handled by domestic ISPs. Many of the cyberattacks in recent years have used email as an entry point. To maintain security for thousands of customers, preventing spam is critical.

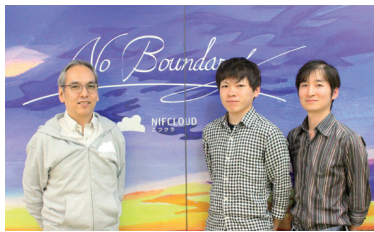
NIFCLOUD Business Mail, the business email service provided by Fujitsu Cloud Technologies, has provided a spam filtering function since its inception in 2010. However, as spam emails have become increasingly sophisticated, there has been an increase in spam emails that bypass the filter or are not detected, leading to an increase in inquiries from customers.

“Once or twice a year we had to go directly to a customer site to explain the cause of a big problem that had occurred and the measures we were taking to correct it,” said Ryuichi Kurino, Cloud Platform SRE Department Manager. “In those situations, we felt the limitations of the signature matching detection we were using at the time. Around that time, we learned of Vade Secure and starting looking into services that filtered spam emails with heuristic detection methods.”

Additionally, Fujitsu Cloud Technologies has a strong commitment to support for its customers, and a major characteristic of NIFCLOUD is the fast response time to inquiries. However, few companies can respond to inquiries with the speed that NIFCLOUD demands, and getting technical support in Japanese presented a challenge.



Fujitsu Cloud Technologies Cloud Platform Headquarters Platform SRE Department Manager, Ryuichi Kurino



From left: Fujitsu Cloud Technologies: Sales Architect Headquarters, Digital Solutions Department Senior Manager Ryosuke Ashida, Cloud Platform Headquarters

WHY NIFCLOUD CHOSE VADE SECURE

- ✓ High detection rate
- ✓ Measurable results
- ✓ Support response

