



Case Study Mortgage Master Inc.

ORGANIZATION

Mortgage Master Inc.

INDUSTRY

Financial

EMPLOYEES

225

SOLUTIONS

MX Logic® Email Defense Service – Ultimate AccessSM and MX Logic® Message Archiving – Archive Storage ControlSM

BUSINESS RESULTS

- IT saves time because users can manage their own emails
- No email interruption during outages
- Easier ability to respond to compliance requests
- Increased bandwidth
- Significant reduction in spam

Solutions from MX Logic allow Mortgage Master to provide even greater service to its clients – never missing an important email or losing precious time

CUSTOMER PROFILE

Mortgage Master Inc. is the largest independently-owned mortgage company in the U.S. Its philosophy of low cost, high value, great service – and no subprime lending – has helped the company grow to 17 offices and licensed operation in 33 states. A broker and lender, the company lends more than \$2 billion annually. An IT staff of two supports the entire company.

BUSINESS SITUATION

Emails fly back and forth between loan officers and loan applicants. Often the emails contain information that is critical to a rate lock or a loan commitment – critical communication necessary to satisfy the customer. Prior to using MX Logic, Mortgage Master used a spam firewall solution. When emails were quarantined, they had to be looked up manually and released by the IT staff. This approach to spam management proved too time consuming and expensive. On more than one occasion, a missing email led to missing a rate lock – and a significant dollar loss.

Prior to choosing MX Logic, Director of IT David Ricci evaluated two other companies. He eliminated them due to concerns about the user-friendliness of the interface. While one solution spooled email, Mortgage Master users found they would not be able to access their emails during spooling. In Ricci's words, "We were half protected. What good is a two-day old email in our business? Rates change at the last minute, and we need to be able to send and receive emails immediately." He liked the MX Logic spooling capability, which allows users to log in and send and retrieve emails. Ricci was also sold on its "built-in disaster recovery."

THE EMAIL DEFENSE SERVICE AND MESSAGE ARCHIVING SOLUTIONS

The MX Logic Email Defense Service works outside of the corporate network to identify, quarantine, block and strip suspect email messages – all based on the policies set up by Ricci. The MX Ultimate AccessSM package, which Ricci selected for Mortgage Master, includes advanced email security as well as MX Logic® Message Continuity, which provides Web-based email access and use during planned or unplanned outages. Also, with the Email Defense Service, users receive regularly-scheduled Spam Quarantine Reports via email, through which they can delete or release quarantined messages, thereby taking the burden off IT.



"MX LOGIC SERVICES WERE VERY EASY TO SET UP AND THE INTERFACE IS EXTREMELY USER FRIENDLY."

– David Ricci, Director of IT
Mortgage Master Inc.

Goal	Before MX Logic	After MX Logic	Result
Manage spam more efficiently.	Quarantined emails required manual lookup and release by the IT staff.	Users can manage their own emails. The IT team no longer has to manually look up and release emails.	The IT team saves significant amounts of time. Emails reach their destination in a timely manner.
Support for compliance initiatives and disaster recovery.	The company had no method of storing, managing and protecting emails.	Email storage, retention, retrieval, reports, audit trails, along with access controls.	The company can quickly and easily respond to compliance requests or recover emails in case of a disaster.





WE LIKE THE DISASTER RECOVERY THAT'S BUILT INTO THE SPOOLING CAPABILITY, WHICH KEEPS US UP AND RUNNING DURING OUTAGES OR MAINTENANCE. OUR LOAN OFFICERS SIMPLY LOG IN TO SEND AND RECEIVE EMAILS. – David Ricci, Director of IT, Mortgage Master Inc.

Ricci wanted to stay ahead of the compliance curve, so he also subscribed to the MX Logic Message Archive Storage Control service package. This solution enables simple and easy management of inbound, outbound and internal emails, and includes storage, retention, retrieval, reports and audit trails. Ricci can define retention policies based on content, and Single Instance Storage minimizes storage requirements. Furthermore, authorized persons – there are several levels of permission – can search and retrieve information quickly.

With the MX Control ConsoleSM, the MX Logic Web-based administrative platform, Ricci can monitor activity and trends and generate reports with point-and-click simplicity. "I can see everything," said Ricci. "The interface is extremely user friendly."

During the first five months of use, Ricci has not placed a single call to MX Logic for help. "The setup instructions are very clear, and MX Logic planned ahead for the cutover. All I had to do was switch an IP address and change a few rules in the firewall, and we were up and running. During maintenance periods, I've spooled emails, and everything worked exactly the way the Web instructions said the service was supposed to work."

BUSINESS BENEFITS

The Email Defense Service protects Mortgage Master by processing 15,000 emails per day. Of this number, nearly 4,000 emails are spam and 1,500 have attachments. In a recent 24-hour period, the Email Defense Service prevented five viruses from entering the Mortgage Master network. In addition, bandwidth usage has dropped following the removal of inbound spam traffic, which can often account for more than 90 percent of total email volume. Equally important, Mortgage Master's IT staff no longer spends a significant part of each day looking up and releasing emails. With Message Archiving safeguarding the company's emails, Ricci is confident that legal requirements can be met.

Ricci commented, "After we implemented MX Logic, our agents noticed the reduction in spam right away. Now no one calls me with problems. Silence is the best thing. I believe in the KISS method, and that's what we have with MX Logic. The solution gives us everything we want – it's compliant, it works, end users can manage their own quarantined emails, and if there's an outage, we can send and retrieve emails from the MX Logic portal."



ABOUT MX LOGIC

MX Logic is a leading provider of managed email and Web security services that deliver enterprise-grade performance without enterprise-level complexity and cost. Our easy-to-use, award-winning services reduce risk and liability, lower overall IT costs, and increase productivity. MX Logic services are available through our industry-leading partner network. For more information, visit www.mxlogic.com.

More information:

MX Logic Sales Team
9781 S. Meridian Blvd. Suite 400
Englewood, CO 80112 USA
T: +1.877.MXLOGIC
F: +1.720.895.5757
E: sales@mxlogic.com
W: www.mxlogic.com