

Customer testimonial

Altibox

• EMAIL SECURITY • WEBMAIL HOSTING • ISP



altibox

Feedback on the collaboration with the testimony of Thomas Lunde, Head of hybrid cloud services and Marius Ekeland, Product Manager for security and email at Altibox.

“A new email platform for 180 000 clients of Altibox”



An email platform with
180 000 mailboxes



A ready-to-use and
secure solution



The **successful migration**
of 180 terabytes of data

Altibox is a unified brand name for Broadband, IPTV and VoIP services distributed in Norway and Denmark with over 35 local Norwegian and 6 Danish FTTH networks. Altibox is a major ISP and fixed broadband provider in Norway, with more than **750 000 fiber connections**.

Altibox offers email services to its customers. Back in 2022, the company decided to switch to a new email platform, as the one in place was soon to be deprecated. Altibox has chosen and deployed the email services and security solutions from Alinto.

Thomas Lunde, Head of hybrid cloud services and Marius Ekeland, Product Manager for security and email at Altibox share their feedback about the cooperation with Alinto.

A modernisation of Altibox email platform

Until 2022, Altibox had an internal email platform that was built and operated in-house. The company has been using it for almost 10 years. As that platform started to require extensive maintenance operations, Altibox had to move to a new solution.

"We had two options : discontinue the service and delete all the emails – which was not acceptable from a client standpoint, or outsource our email services because we did not have any internal resources to create a new solution", Marius Ekeland explains.

The company decided to **outsource to an external provider**. *"Email service is not our core business. We just need to deliver it in the correct way, with a secure manner"*, Thomas Lunde adds.

Good alignment on features, datacenter compliance and ecological expectations

Altibox issued an RFP and evaluated different vendors. Alinto was on the list. *"We appreciated the simplicity of the product and the operational stability of the Alinto solution. Their package provides the best value for us, as it includes insights and access to support as well as an administration portal. This would give us good visibility to run the service.*

Also, the data centers' locations are GDPR-compliant and have high ecological expectations. That is essential for us".

Altibox's primary need was a fully functional email service, with no plan to expand in the business area of email. *"Many suppliers focused too much on additional functionalities, but we just wanted to offer an email service that really works, and nothing else. Alinto listened to our needs."*

As an outcome of the evaluation phase, Altibox decided to outsource its email platform to Alinto. The services provided are based on the **SOGomail server and Cleanmail security service**, hosted by Alinto.

Meeting security and migration expectations

Security was of primary importance for Altibox. *"The Cleanmail functionality was a big bonus for us because, as an ISP, we are constantly strengthening the security of our services. So, that matched our strategy"*, Markus Ekeland confirms.

Objectives

- **deployment** of a new email platform
- **securitization** of the email service
- **migration** from the previous platform

About Alinto

Founded in 2000, Alinto became an international player in the email business : webmail hosting, anti-spam, email server... through several products :

- **SOGomail**: Carrier-grade mail server for organizations that are looking for a proven European alternative.
- **Cleanmail**: Best-in-class email filtering & AI technology to protect your email communication from any risk & threats.
- **Serenamail**: SMTP Gateway with carrier-grade email deliverability for your transactional emails.

Migration of existing mailboxes was a big challenge. Altibox actually had to migrate 180 terabytes of data. *"When we migrated, the Alinto's teams were on-site, which was really convenient. It was good to know that they can react quickly"*, Marius Ekeland explains. *"The technical migration went smoothly. We migrated compressed data files, with some uncertainty about what would be the final volume, once uncompressed. Alinto had to make some short notice adjustments, and they proved to be very reactive. From my end, I am really happy because it is a big move"* adds Thomas Lunde.

Transparency, an asset for the partnership

Altibox switched its clients to the new email platform in November 2022. Alinto was very transparent about what they could deliver from the early stages of presentation to the migration phase and beyond. This was greatly appreciated by the Altibox's teams.

"When we had initial meetings, Alinto people were transparent about what they do and their cost model. They did not attempt to sell something they did not have. And we managed to overcome language barriers.

Support is handled through ticketing and regular meetings. Whenever we need to change something quickly, they are reactive. That's good. We got an excellent follow-up after the migration. It really is a partnership," Thomas Lunde says.

Benefits

- **a reliable and secure email service**
- **a successful migration** of 180 000 clients mailboxes
- **a transparent ready-to-use** email platform