

"Managed or outsourced email security services are easy to set up, have a predictable cost of ownership, and make it easy to counter new threats." - Richi Jennings, lead analyst at Ferris Research, Inc

There are many factors to consider when deciding whether to use a managed service provider (MSP) or hardware/software solution. A MSP, such as AppRiver's SecureTide™ service, is uniquely designed to protect companies from spam, fraud and viruses without hassle or high cost, making it ideal for companies with overextended IT resources. It also eliminates the need for additional hardware or software and does not require any changes to your network. In addition, MSPs free bandwidth and reduce traffic on network infrastructure by stopping unwanted mail at the Internet level. The following table provides additional information about the differences in MSPs and hardware/software appliances.

	MSP	Hardware/Software
Security	<ul style="list-style-type: none"> • Perimeter Protection • Multiple Virus Filters • Automatic TLS Encryption 	<ul style="list-style-type: none"> • Email threats penetrate the client infrastructure
Cost	No capital Investment	Equipment purchases required
Demand on Resources	<ul style="list-style-type: none"> • Liberates Bandwidth • Reduces traffic on network infrastructure (routers, firewalls, gateways, mailservers) 	<ul style="list-style-type: none"> • Uses additional bandwidth and storage • Increases the load on network infrastructure
Training	No Training Required	Training Necessary
Effectiveness	<ul style="list-style-type: none"> • Stops up to 99% of unwanted email. • Protects from viruses, phishing, DoS, and hijacking threats 	<ul style="list-style-type: none"> • Requires constant adjustments to be successful • In-house resources are continually used to maintain effectiveness
Risk	<ul style="list-style-type: none"> • Outsourced disaster recovery option reduces risk of loss • No binding contracts 	<ul style="list-style-type: none"> • Unforeseen disaster recovery depends on in-house systems • Service and maintenance contracts are generally required
Set-up	<ul style="list-style-type: none"> • No installation or configuration required • Removes the burden of email security from overworked IT staff • Zero end user disruption 	<ul style="list-style-type: none"> • Installation can be complex
Support	24x7 customer support	Varies depending on the support contracts available
Admin Control	Web-based user interface	Local control
Maintenance	<ul style="list-style-type: none"> • No proprietary systems to install or maintain • Setup, maintained and managed 24x7x365 by experts 	<ul style="list-style-type: none"> • Requires development, maintenance and retention of in-house expertise • May require system licenses or subscription updates
Reliability	<ul style="list-style-type: none"> • Specialized email processing infrastructure • Store and forward buffer • Load balancing • Fail-over Support • SMTP flow management 	<ul style="list-style-type: none"> • Depends on reliability of in-house infrastructure
Rule Updates	Rules updated more than 20,000 times per day	Rules generally updated once a day