



## SUCCESS STORY

# PlanetMagpie & Vircom: 23 Years of Evolution and Excellence in Email Security

### CHALLENGE: Staying ahead of the cybersecurity curve

In the late 1990s, PlanetMagpie faced a critical turning point. Their email platform, Netscape Suite, was becoming outdated, and they needed a scalable solution for client communications. That's when they discovered Vircom and its modusMail platform.

By 2013, the rise of phishing and ransomware drove PlanetMagpie to seek a cloud-based email security solution with seamless integration, proactive protection, and advanced, up-to-date technology.

### SOLUTION: Adapting through eras of email security

PlanetMagpie signed on with Vircom in 1997 and, since then, Vircom's ability to grow alongside the MSP has been key to their enduring partnership. Here's what stands out about Vircom:

#### Exceptional spam and phishing protection

As an MSP, PlanetMagpie's top priority is client security. Robert Douglas, the CEO and founder of PlanetMagpie, shared that Vircom's spam filtering is so great, clients sometimes think something's gone wrong!



"When we switch people over to modusCloud, we get a lot of complaints, but it's because they're not getting as much spam," Robert shared. "People equate less mail in the morning to missing things, but it's really just 600-700 spam emails gone overnight."

Robert also emphasized that, while Vircom has grown over time, their competitors haven't kept up with industry changes.

## CASE STUDY

# planetmagpie

PlanetMagpie, a Silicon Valley-based MSP with 25 years of experience, has relied on Vircom's cutting-edge email security solutions for over two decades. Serving businesses with 50-500 employees across California, Texas, and beyond, PlanetMagpie has trusted Vircom to meet the evolving challenges of cybersecurity with tools like modusCloud, Proofpoint Essentials, Proofpoint Security Awareness Training, and OnDMARC.

**Location:**  
Silicon Valley

**Trusted Partnership:**  
20+ years

#### Products and Solution Utilized:

- Proofpoint Essentials
- Vircom Portal
- OnDMARC
- Security Awareness Training



#### Client perspective

"I always recommend Vircom, and the colleagues who have bitten the bullet and gone to it are really happy with it," Robert said. "It makes me look good."

Robert Douglas  
Founder & CEO, PlanetMagpie

[planetmagpie.com](https://planetmagpie.com)



"Vircom's phishing protection is fantastic. Vircom has improved significantly over the years, while offerings from Google and Microsoft have not. Vircom's email filtration is fantastic. It saves the companies we support a lot of money because they don't have ransomware attacks as much."

#### Efficient onboarding

Vircom's tools are powerful, but they're also easy to implement. Robert highlighted the efficient onboarding as one of his favorite aspects of working with Vircom.

"Onboarding a new customer is easy," Robert shared. "Typically, if we have access to their Active Directory or their Office 365, we just import their users. It's pretty inconsequential as long as you get all the DNS set up correctly."

#### Outstanding customer support

While Vircom's tool simplifies the complexities of email security, Robert shared that Vircom's team is extremely helpful and accessible when they're in need of support.

"Even on the weekends, if we had an issue, we could call them up. We've always been able to count on their team to help us out, no matter the situation or time of day."

#### Upsell opportunities

Vircom provides PlanetMagpie with robust security while improving business opportunities for the MSP. When customers aren't using Proofpoint Essentials, PlanetMagpie encourages them to switch over. But when customers are already using Proofpoint Essentials, PlanetMagpie can improve profitability by transferring them to the enhanced Proofpoint Essentials powered by Vircom.

"We move customers into our portal, and then we can provide them with more services. It's a great upsell opportunity," Robert shared.

#### RESULT

## A thriving, multi-decade partnership built on trust and consistency

For nearly 24 years, PlanetMagpie has relied on Vircom to secure email communications for over 1,000 users across 30-40 companies. Vircom's security tools have become indispensable to PlanetMagpie's success, and Robert is a vocal advocate for the technology.

"I always recommend Vircom, and the colleagues who have bitten the bullet and gone to it are really happy with it," Robert said. "It makes me look good."



Ready to grow your business and take email security to the next level? **Let's talk today.**



As a leader in the email security space, Vircom provides high-quality, tailored and advanced email protection solutions to SMBs and MSPs around the world.

To learn how Vircom's advanced email security solutions can benefit your business: **Contact us at [Vircom.com](https://www.vircom.com)**