

Every couple of weeks, one staffer would pour a big glass of wine and work through her spam folder to dig out the real mail buried in it. **One configuration change ended that ritual.**

The Challenge

This professional-services client's staff were drowning in spam that slipped past default filtering, with legitimate mail buried in the pile.

It turned into a recurring, dreaded chore and a real productivity drain hiding behind a joke.

The Solution

MSI didn't treat an overflowing spam folder as something the user just had to live with.

An MSI engineer reviewed the client's spam filtering configuration and made a targeted change to how mail was filtered.

The change was small on MSI's end and immediate on theirs.

Engagement Snapshot

CLIENT	Professional-Services Firm
SERVICE	Email Filtering
RELATIONSHIP	Managed Services
DELIVERED	February 2026

By the Numbers

1 targeted configuration change, with relief the client noticed right away.

The Results

The biweekly trip through the spam folder went away, and the client noticed right away. Small change, outsized relief.

"If someone on your team needs a glass of wine to face their inbox, tell your IT partner. It might be a quick fix."