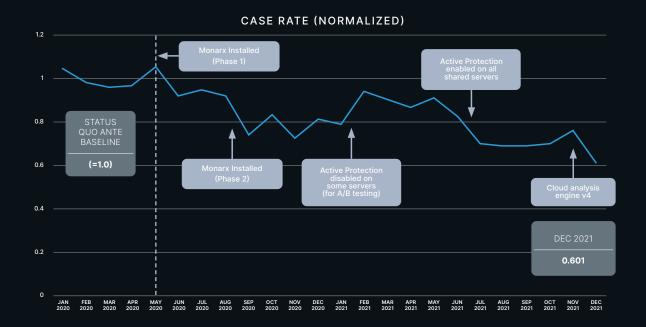


How Monarx Helped InMotion Hosting Reduce Security-Related Support Cases by 40%

Summary

InMotion Hosting is a privately held technology company providing web hosting, cloud-based solutions and managed services to businesses and entrepreneurs across the globe. Malware is a significant problem in web hosting, including for InMotion Hosting. Malicious activity was causing problems for their customers, wasting server resources, driving customer support costs, and occupying valuable engineering resources.

InMotion Hosting started using the Monarx security product suite to help address website malware across their shared server platform. Monarx's revolutionary signature-less technology catches more malware than other tools, with extremely few false positives and using far less server resources. In the end, Monarx's automatic, safe, and proactive protection helped InMotion Hosting achieve a stunning 40% reduction in security-related customer support cases company-wide, despite only being installed on their shared server fleet. This in addition to providing clean websites for their customers and freeing up engineering teams to focus on more productive tasks.



Case Study

InMotion Hosting rolled out the Monarx Agent and Protect RASP on the first set of shared servers in May 2020, around 25% of their active shared server fleet at the time. Monarx was deployed to the vast majority of the remaining shared server fleet at the end of August and early September 2020.

Note that InMotion Hosting also has a sizeable fleet of VPS and dedicated servers on which Monarx was not installed during the period of this study. The abuse team (security-related) support cases from those customers, however, were included in the data analyzed.

Then in late January 2021 Monarx was disabled on half of the InMotion Hosting servers for an A/B test, before all servers were enabled with Active Protection again in June. By July 2021 Monarx was automatically and proactively blocking malware across the whole shared server fleet. Finally, in November 2021 Monarx launched the 4th iteration of its cloud analysis engine, with major benefits impacting customers by early December 2021.

Data Analysis

Weekly averages for abuse cases were analyzed for 2020 and 2021. Full week data was used contiguously to avoid any day-of-week bias, but weeks were then assigned to calendar months and a single weekly average for each month produced.

The average rate of cases in the 5 months leading up to the initial rollout of Monarx in May 2020 was used as the status quo ante baseline, with all rates normalized to this value as 1.0. The final month before the rollout, May 2020, peaked at 1.054 – 105.4% of the baseline average.

From September 2020 through January 2021, after the initial full rollout completed and before the A|B testing began, the normalized average rate was 0.778, a 22.2% reduction from the baseline and a 26.1% reduction from May 2020.

From July through October 2021, after the full enablement of Monarx Active Protection, the normalized average rate was 0.688, a 31.2% reduction from the baseline average and a 34.7% reduction from May 2020.

Finally, after the launch of v4 of the Monarx Cloud analysis engine, the normalized average rate for December 2021 was 0.601, for a 39.9% reduction from the status quo ante baseline average and a whopping 42.9% reduction from May 2020.

Date	Description	Avg Rate	% Change
1/2020 - 5/2020	Status quo ante (baseline average)	1.000	
5/2020	Status quo ante (most recent)	1.054	
9/2020 - 1/2021	Post initial full install	0.778	-22.2% / -26.1%
7/2021 - 10/2021	Post full enablement of Active Protection	0.688	-31.2% / -34.7%
12/2021	Post cloud analysis engine v4	0.601	-39.9% / -42.9%

Note again that the abuse case rates provided included both shared server customers and those on VPS and dedicated servers. So, the actual reduction in abuse cases just for shared server customers – where Monarx was installed – was larger than these calculations show, perhaps significantly larger, depending on the percentage of support cases coming from customers on VPS and dedicated servers.

Conclusion

The Monarx web security product suite was able to help InMotion Hosting drive clear and tangible benefits in terms of savings from a significant reduction in security-related customer support cases. With each stage of the rollout and every product improvement InMotion Hosting saw consistently better results – eventually resulting in a level of 40% below the pre-Monarx baseline, even though Monarx was only installed on the shared server fleet.

Moreover, Monarx automatically, safely, and proactively blocks malicious activity that had to be manually addressed before. So, on top of the measured reduction in support cases, abuse and engineering team members have been freed up to focus on more productive tasks.

