

# Email Without Anxiety: Silicon Valley Services' Journey to Zero Trust Protection

## The Mission

As a growing MSP, **Jim Cooper** and his team at **Silicon Valley Services** were juggling more clients than ever. But as their client roster increased, so did the number of emails they had to deal with every day.

Jumping in and out of their inboxes was eating away at their productivity—and increasing their stress levels.

*"There was no way we could find more time in our day,"* explains Cooper, the owner and president of Silicon Valley Services. *"We were being stretched in every possible way."*

When Cooper saw a presentation about Mailprotector's Shield and its unique zero trust approach to email, he immediately recognized its potential. *"What amazed me was how it actually fixed email rather than just adding another layer of complexity,"* he recalls. *"After the presentation, I felt this wave of relief coming over me."*

Usually, Cooper would make his team justify any new software purchase. But after learning about Mailprotector, he did something completely out of character. He booked a demonstration for his team and asked them to talk him out of signing up.

*"After seeing Mailprotector in action, everyone agreed it was the best choice," says Cooper.*



# The Breaking Point

Before Mailprotector, managing the inbox had become a significant source of distraction and anxiety for Cooper and his team. *"There was so much noise coming in. At first, I tried minimizing Outlook," Cooper explains. "But then I'd start working on something important and notifications would pop up. I'd stop what I was doing to check them and completely lose focus."*

The situation became so bad Cooper felt the need to do something drastic. *"I had to completely close Outlook and Teams because there was so much noise and distraction. I couldn't get any work done otherwise."* The mental toll became increasingly apparent.

*"I would feel a tightness in my chest whenever I opened my email. I'd go in to search for a specific message or send something important, but as soon as I opened my inbox, all these new messages would flood in. I'd get distracted and then close my inbox without accomplishing what I needed to do."*

To deal with the chaos, Cooper tried various security solutions, but nothing seemed to work. *"We used all of the major email security platforms that everybody has heard of," he explains. "But things like phishing attempts and emails from supposed Nigerian princes were still getting through. We were reduced to relying on Microsoft's basic junk filter, which wasn't effective at all."*

The security solutions he tried shared many of the same fundamental problems. Take the banners that appeared at the top of suspicious emails alerting users about the potential threats.

*"Those static warning banners were useless," Cooper says. "After a while, every message seemed to have the same banner at the top. Many users just ignored them."*

Meanwhile, client support tickets were flooding in about potential spam and phishing emails. *"Clients would constantly forward us suspicious emails and ask, 'Why is this getting through?'" Cooper recalls. "And honestly, we couldn't give them a good answer. We had no explanation for why these obvious threats were bypassing all our security methods."*

# The Transformation

Using Mailprotector's Shield completely transformed Cooper's relationship with his inbox, turning what used to be a constant source of anxiety into a manageable, even enjoyable part of his workday.

The Bundler feature, which intelligently groups non-urgent messages, has been particularly valuable to Cooper. *"I love the Bundler—it's fantastic. It collects all those messages that I don't want to delete or send to junk, but don't need to see immediately when they arrive. The process is more organized and done on my schedule."*

The New Sender feature has also been helpful for identifying suspicious emails. When someone reaches out to Cooper for the first time, Shield clearly identifies them as a new contact, allowing him to decide whether or not to trust the sender. *"Now when I get those emails from people who claim they met me at an event I hadn't even attended, I can silence them and never hear from them again,"* Cooper explains.

The impact on Cooper's inbox was immediate and dramatic. *"The feeling I get now when I open my email and see five new messages instead of 55 is incredible,"* he says. *"That's not an exaggeration. Now, I can open my email, find exactly what I need, handle it quickly, and get back to more important work."*

Most importantly, Shield has delivered on its security promises.

*"We haven't had a single instance of anything getting through with malicious links, phishing attempts, or impersonations. It blocks everything we don't want while letting through what we need, exactly when we need it."*

## Unexpected Benefits

Beyond solving Silicon Valley Services' immediate challenges, Shield delivered several unexpected advantages—including a dramatic improvement in Cooper's stress levels.

*"It really calms me down,"* Cooper explains. *"I wouldn't say I'm typically a high-stress person, but all the email noise made me anxious. Shield has completely changed that. I'm calmer, more focused, and I get more work done as a result."*

For Cooper's team, the impact extends to their client relationships as well. *"When we can limit our own distractions, we do better work,"* he notes. *"And when we limit the distractions our clients experience, we see a noticeable drop in support tickets."*

*"Before Shield, I'd estimate that 10% to 15% of all our support tickets were clients asking why these obviously suspicious emails were reaching their inboxes."*

Cooper also appreciates how Shield's built-in security features are so intuitive for users. The Heads-Up Display (HUD) is a dramatic improvement from the static warning banners his clients previously ignored.



Instead of saying the same thing regardless of risk level, Shield's dynamic HUD changes based on the severity of a potential threat. It provides clear, color-coded visual indicators at the top of each email, making it easy for users to identify potential threats at a glance. *"It works and it's simple," Cooper explains. "The green security indicator shows that the message is safe. It's fantastic—easy to see and easy to understand."*

Cooper also found that Mailprotector's support is just as impressive as its technology. Unlike other vendors, Mailprotector's team includes former MSPs who truly understand the challenges he and his team deal with every day.

*"The people at Mailprotector are top-notch," Cooper says. "There's not a single person I've met who isn't exceptionally helpful and knowledgeable. They actually understand what it's like to run an MSP. We've gotten help whenever we needed it, although honestly, that's been very minimal because the product just works so well."*

## Looking Forward

For MSPs considering the shift to zero trust email security, Cooper's advice is simple: **"Do it."**

*"Mailprotector's Shield doesn't just save you time," he says. "It brings your temperature and blood pressure down to the point where you actually enjoy work again. It's hard to put a price on that feeling."*

*"There's no way I would stop using Mailprotector. It's not just the product—it's the company, the people, and the support behind it. It works and it works well."*



For over two decades, Silicon Valley Services has operated as a premier IT managed services provider. Their guiding philosophy—using reliable products, employing knowledgeable staff, offering exceptional service, and treating every client as a partner—has been the cornerstone of their success. Silicon Valley Services' mission is to make technology work seamlessly for users and ensure an exceptional experience, whether they're onsite or remote.



As THE zero trust email security company, Mailprotector enables MSPs to turn email protection from a commodity service into an unrivaled advantage. We replace complexity with confidence and constant fixes with true prevention. Backed by protection so intelligent it feels effortless, we're setting a new standard in email security. It doesn't just stop threats, it resets trust by questioning everything, so you don't have to.

**Ready to reclaim your team's focus  
and transform email security?**

**Schedule a personalized Shield demo today >>>>**

