



SENDMAIL.

## Case Study: Education

### An Email Infrastructure for 21<sup>st</sup> Century Education

<b>Industry</b>	Education
<b>Company &amp; Location</b>	A large University Mid-western USA
<b>Business Need</b>	Reliable, easy to use and cost-effective email system for 32,000 email accounts (students, alumni, faculty, administration)
<b>Solution</b>	Sendmail Integrated Mail Suite <ul style="list-style-type: none"><li>- Sendmail Advanced Message Server</li><li>- Sendmail Mobile Message Server</li></ul>
<b>Results</b>	Sendmail created an advanced email system to support immediate requirements and a scalable architecture to support future needs.

#### Overview:

With more than 32,000 email accounts this large state university has become a model of innovation for other universities around the country in providing the personal attention and involvement expected at a smaller school, along with the expert faculty, first-rate facilities and technological resources of a major university. The university is committed to providing leading-edge technology solutions with many extensive technology upgrades being deployed by the Information Technology Services (ITS) group. ITS plays a key role in supporting the university's effort to establish an environment in which the application of technology enhances and improves teaching, learning, research, and university operations.

The university experienced significant growth in email traffic and volume on its mail network affecting email service to its users. Complaints about not receiving email or lapses in email service were common. Its existing email system, Lotus Notes, could not resolve the performance issues and the two key requirements demanded by its users—an easy to use client and Webmail access.

#### Challenge: Providing reliable email and Webmail service

Email had become a mission critical component of daily life at the university, and they needed a system that was reliable, scalable and robust to support its 32,000 email accounts. A key issue for its users was easy Internet access to their email accounts from any computer they may be using. In the university life, it is common for students and faculty to use more than one computer, but without ITS installing email clients on every machine on campus for each user, anytime anywhere access to email could not happen. And, from ITS' perspective, they needed a system that integrated easily with its existing infrastructure and was cost-effective to maintain.

According to the executive vice president in charge of technology, "Lotus Notes is a fairly expensive system on an ongoing basis" and requires several sets of outside vendors to maintain. "It was more difficult to count on them (vendors) than it is to count on our own people here."

The net result for the university was to find a system that is more reliable, uses hardware that can be maintained by its UNIX-trained workers and can be run primarily by current ITS personnel.

## **Objective: Easy to use, easy to manage email system**

The goals the University set for an email system capable of meeting its performance and functionality requirements were clear:

- Meet and/or exceed user expectations of Internet mail—deliver an easy to use email system that supports different email access methods.
- Upgrade system performance—ensure system is reliable and has the flexibility to scale with projected future demands on the system.
- Enhance Total Cost of Ownership (TCO)—achieve the lowest cost of ownership possible while achieving the key business and IT objectives for the new email system.
- Integrate with the existing environment—easily integrate with the other systems that interface with the email system.
- Easy to maintain—ITS able to manage and maintain with current personnel.

## **Solution: Migrating to the email standard – Sendmail**

To reach the University 's email system objectives, Sendmail recommended replacing the Lotus Notes email system with the Sendmail Integrated Mail Suite™ (IMS), which provides a highly stable messaging foundation and delivers the functionality required by the users.

- POP and IMAP email access--POP is the protocol currently used through programs like Eudora and Outlook. IMAP is an email protocol that keeps messages on the server instead of storing them on a personal computer. It is ideal for people who don't archive messages and like to read them from several different computers.
- Standards-based solution—Sendmail is the de facto SMTP protocol; as a result, it is more reliable, uses hardware that can be maintained by the UNIX-trained workers and can be run by the current ITS personnel.
- Sendmail Mobile Message Server—This is a one-stop server for the University's users to access their email messages anytime, anywhere via the Internet, mobile phone or wireless device.
- Lightweight Directory Application Protocol (LDAP) integration—Consolidating their user information in one repository, ITS was able to reduce management and maintenance time of the email system.
- Web-based administration—with Sendmail's easy to use interface, the University IT staff now administers, manages and controls their domains and accounts more efficiently.

## **Results: Delivering email to users with confidence**

The new email system has improved reliability and ease of system maintenance—reducing many headaches and building confidence in the system's reliability within its user base. It transformed an overloaded, inflexible system into a reliable email platform that supports users' needs today and into the future. Email access channels were expanded to include Webmail. Total cost of ownership (TCO) was substantially lowered and system management tools improved.

**Access**—All users on the University email system can now access email in a variety of ways: web and client, POP3 and IMAP—whichever method best meets each user's needs.

**Total Cost of Ownership**--The TCO of Sendmail's solution is substantially lower than that of Lotus Notes. Lotus Notes was an expensive and complex system for the University's requirements. Sendmail is a simpler system, has a web interface and works with a variety of platforms.

**System Maintenance**—With an integrated email system, ITS can now manage the complete system from a web-based interface. The previous complex integration issues with the Lotus Notes environment are gone. ITS' staff now manages the UNIX-based solution.

As the University's Executive Director of Information Technology states, "Migrating to a new email system is a very difficult task. With our large number of email accounts, it was important to take the correct approach to the selection of a new system and its implementation. With Sendmail, Inc., and their Professional Services organization, we were able to transition to a new system with a project plan that was well suited for our environment and supported extremely well by Sendmail."



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