

BUSINESS ISSUES

- Minimize costly downtime
- Preserve network bandwidth
- Enable customization of email accounts

SENDMAIL SOLUTION

- Mailstream Switch™
- Mailstream Manager™
- Mailcenter Omnistore™
- Sendmail Technical Support

RESULTS

- Eliminates downtime, due to system resiliency
- Safeguards users and protects bandwidth
- Reduces support calls by 50 to 80 percent
- Supports an expanding customer base with a small IT team

ABOUT GIBCONNECT

Gibconnect is a wholly owned subsidiary of Gibtelecom, the dominant provider of telecommunications services on Gibraltar—a British Crown Colony located on the southeast tip of Spain. Gibtelecom, in turn is owned 50/50 by Verizon and the government of Gibraltar. From its humble beginnings as the second ISP on “the Rock”, Gibconnect has grown to be Gibraltar’s leading ISP, providing services to the government, businesses, and 70 percent of the colony’s households.

**Success Story:
Sendmail
Provides
Rock-Solid
Email Platform
for Gibraltar’s
Leading ISP**

FACILITATING CHANGE

Gibraltar is a British Crown Colony located at the mouth of the Mediterranean. Known colloquially as “the Rock” in honor of its spectacular rock monolith overlooking the southern tip of Spain and the strait to Africa, Gibraltar has stood throughout human history as one of the most strategically important points in the world.

In recent years, the colony has transformed from largely a military outpost to a global financial hub, eGaming center, and conference and vacation destination. Today, Gibraltar residents, tourists and businesses all require access to highly available, secure and reliable electronic communications. The financial services and Internet gaming industries, in particular, cannot afford to be impacted by downtime. Even a few seconds of downtime can cost these businesses thousands, not to mention the opportunity costs of losing a customer connection. And even when their systems are running at 100 percent availability, a constant barrage of spam and malware can seriously hamper the flow of critical data.

Gibconnect delivers the secure, reliable communications services that these customers depend on. In the few years since first entering the ISP business, the company has achieved a leadership position. Initially Gibconnect offered basic dial-up service that gave residents, tourists and businesses on the Rock the ability to send and receive email. As the market dynamics changed, however, Gibconnect has responded with advanced services that keep pace with Gibraltar’s fast-paced lifestyle and help propel this near-billion dollar economy.

A STABLE FOUNDATION

Gibconnect needed a world-class email system, complete with advanced features and customized account options. That meant starting with a rock-solid platform that incorporated resiliency features to minimize downtime, as well as robust anti-spam and virus-detection capabilities to ensure network stability.

“We have a relatively large corporate community of users who have gone from not having any Internet to being totally reliant on it,” explains Charles Davidson, former Gibconnect manager and now Network Operations Center Manager for Gibtelecom. (Gibconnect is a wholly owned subsidiary of Gibtelecom) “Previously we had only one server running the whole operation,” continues Davidson. “Now, it’s all completely resilient, with duplex boxes, and we’ve designed it so that any failover will cause little, if any downtime to the local business community in a worst-case scenario.”

ADVANCED FEATURES

Davidson also wanted to give the Gibconnect user base added-value offerings such as email, with features that would allow customers to personalize their own accounts. “Our previous solution didn’t have what we needed—didn’t offer enough flexibility,” he recalls.

From initial implementation of the Sendmail MTA (Mailstream Switch), Gibconnect has moved up to the full Sendmail platform. The solution now includes Mailstream Manager, which provides centralized policy management as well as comprehensive content scanning of inbound and outbound email for a broad range of security threats, including spam and viruses. Mailcenter Omnistore provides email access and storage for both wired and mobile users. Mailcenter Omnistore’s flexibility allows customers to help manage their own email access, security, folders and other features.

“There are small boxes that claim all the bells and whistles for a cheaper price, but we decided to go with Sendmail, based on the reports we received, and the support they provide.”

Charles Davidson, Network Operations Center Manager, Gibtelecom





SUPPORT AND MANAGEABILITY

Just as important as its performance and security features, the Sendmail solution has proven to be ideal for Gibconnect because it is so easy to manage. The centralized management capability minimizes the burden on Gibconnect's relatively small staff—a key factor for an organization that bases its reputation on customer responsiveness.

"Sendmail has been extremely stable—which is exactly what a small country like Gibraltar requires in order for us to have the resources required to run it," Davidson declares. As an additional level of back-up, however, Sendmail also provides technical support services for Gibconnect.

"We needed to have external technical support," explains Davidson. "The Sendmail support team has been absolutely fantastic in the way they assisted us in putting it all together, helping build out the solution to address our customers' needs. And they've been really good supporting us through the few problems that we've encountered along the way. The team has been very responsive, even though Sendmail has some very large customers that make Gibraltar seem small by comparison."

In annual customer surveys conducted over the past five years, the Sendmail Technical Support organization has been consistently rated as 'exceeding expectations' in the following areas:

- Response time
- Resolution time
- Technical knowledge
- Courtesy
- Overall rating

FUTURE DIRECTION

Davidson notes that Gibconnect still hasn't "implemented all the niceties," which under the Gibraltar government often require a months-long regulatory approval process—but he's glad all the functionality needed today and tomorrow is available in one centrally managed package.

ENJOYING THE REWARDS

Sendmail has helped Gibconnect build a system so resilient that Davidson has a hard time recalling if it has ever gone down. "If it ever has," he claims, "fixing it was just a matter of restarting the service—something that ISPs typically have to do all the time."

In addition to high availability, the Sendmail MTA also provides high performance that scales to millions of messages per hour. Although Gibconnect may be a relatively small compared to other ISPs, it's equipped to provide its customers with the same level of performance that has made Sendmail the choice of more than 4,500 enterprises worldwide—including seven of the top 10 companies on the Fortune 500 list.

"One of the biggest complaints we used to get from our customers was spam, but the anti-spam feature is definitely doing its job," says Davidson. Gibconnect uses the powerful policy-based management of Mailstream Manager to automatically identify the bulk of spam coming into the system, and to mark it with a spam header before delivery. Although regulations require Gibconnect to deliver all email content to users, the spam headers allow users to set up the email client so that all unwanted messages go into a spam folder where users can review or delete unwanted mail at their convenience.

Anti-virus is also critical to email security. Customers clearly benefit when malware is filtered out before it can attack their systems. But Gibconnect and the entire network benefit as well. Davidson explains, "The combination of Sendmail's content scanning and anti-virus solution on the system has reduced our support calls by anywhere from 50 to 80 percent—instantaneously."

Because the system is blocking viruses before users can activate them, Gibconnect avoids the most troublesome kinds of support calls—the ones that deal with a crashed and corrupted PC. Obviously, that's of huge significance to an organization with limited resources tasked with keeping thousands of customers and businesses happy with the service.

**Secure, Dependable
and Compliant
Messaging.**



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Gibtelecom has one word for their results: "Brilliant."