



Logica Managed Services

Uses Sendmail Sentrion Message Processors to Provide Reliable, Cost Effective Solutions to an Ever Broader Base of Customers



Customer Objective

- Single, shared infrastructure for resolving myriad customer requirements
- Powerful policy engine and directory synchronization for intelligent message processing
- Lower costs and increase reliability

Solution

- Sendmail Sentrion Message Processors
- Directory Synchronization Application

Benefits

- Reduction of servers by 30%, resulting in lowered expenses and better use of operational resources
- Increased flexibility and functionality for each customer
- Synchronization of multiple Microsoft Active Directories into a single directory
- Ability to run customer created policies
- Easy and quick installation and training

Introduction

Johannes Südkamp, System Architect of Logica Managed Services, faces many IT challenges, and the following scenario presented by one of their customers, Kloska Group in Bremen, is a typical example. When cruise ships pull into Hamburg harbor at the mouth of the River Elbe in Germany, the on-board catering service requests restock from Kloska's dock-based operation via email. Since the system requests each item in a separate message, the email system of the catering company can receive up to five hundred emails — all representing single items to be delivered to the ship — per minute. A consistent and accurately functioning email system that can be depended upon to receive — and deliver — all five hundred orders in a timely fashion is absolutely critical to Kloska's business. For this dependability, they trust Logica Managed Services to manage their email service. And Logica trusts Sendmail Sentrion Message Processor™ for this and other demanding customer requirements.

“Instead of designing a unique infrastructure for each new client's requirements, we were looking for a way to leverage a single, reliable infrastructure. Sendmail provides this messaging backbone.”

— Johannes Südkamp,
System Architect

The “Headache”

Logica Managed Services — created when Logica Worldwide, a global IT provider, bought nordIT, a small outsourcer located in northern Germany — manages email and IT services for a wide variety of customers, all of whom have needs as unique and critical as the Hamburg catering company. Their enterprise customers include a diverse group including large, public sector organizations in fields such as construction, financial services, automotive, pharmaceutical, and high tech. In the past, Logica Managed Services was forced to design and implement custom solutions tailored to fit each customer's unique needs. Some clients use Lotus Notes for email, while other clients use Exchange servers in the backend as well as in the DMZ as gateways. Without the protection of a modern messaging infrastructure in front of those systems, attacks from the Internet were consistently overloading them, creating additional costs and hassle for both service provider and customer. Maintaining different servers to guarantee availability for different clients proved to be, according to Südkamp, “quite a headache — one which ate up time, money, and resources from our firm.”

A Single Shared Infrastructure

Looking to ease the situation, Logica Managed Services turned to Sendmail. Sendmail Messaging Architects designed a solution that not only decreased costs but reduced the total number of servers by one-third and offered increased flexibility and functionality to their entire customer base. The new email infrastructure replaced ten systems servicing various infrastructures with just three Sendmail Sentrion Message Processors. These processors now make up a single shared infrastructure providing complex hygiene and routing services individually tailored to the needs, requirements, and choices of each customer. This transition has several positive effects for Logica Managed Services.

Increased Reliability. The Sendmail Sentrion architecture provides Logica Managed Services with increased reliability. The Microsoft servers that they were previously using required heavy maintenance, eating up even more time, money, and resources that Logica simply could not afford given their fixed prices in the service provider model. Exacerbating their problems, they faced frequent attacks from the Internet to their exposed backend servers. This made regular maintenance to these systems very difficult. Since implementing messaging infrastructure with Sendmail Sentrion appliances between the internet and the backend, Logica has seen a dramatic increase in performance and decrease in the amount of resources required to maintain the system.

Scalability. Previously, Logica had to design and implement unique infrastructure to fit each client's particular requirements. Now they leverage their unified Sendmail infrastructure to meet the requirements of all their clients. For example, each customer has individually defined policies in the hygiene layer protecting against viruses and spam, which match their requirements without affecting message handling for other clients. The scalability of this shared messaging infrastructure allows Logica Managed Services to save on expenses, operational resources, and time while getting new customers up and running faster by leveraging their existing infrastructure.

Shared Functionality. The single shared infrastructure has also allowed for the sharing of functionality across clients. Now, when one customer adds on an application, another customer can easily take advantage of the same feature by virtue of the shared infrastructure.

“The decisive factor in Logica’s choice of Sendmail,” said Mr. Südkamp, “was Sentrion’s powerful Policy Engine and Directory Synchronization application.”

Directory Synchronization

The Sentrion Directory Synchronization application enables Logica to synchronize seven different Microsoft Active Directories into a single directory which is used to help enforce complex email policies for each of their customers, who are now able to institute their own policies, relieving some of their workload. Only email-related attributes are pulled from Logica's various Active Directory trees into a single Sendmail directory, which then pushes that data out to each Message Processor appliance. The appliances then leverage LDAP to enforce complex email policies for each customer, allowing the messaging infrastructure not only to apply policies based on receiving organization, but also provide granularity down to the level of individual recipient preferences.

Logica also uses the Sendmail Directory with the Sentrion Message Processing Engine connection control application for recipient validation. This ensures that only emails addressed to valid users make it to the hygiene layer. These messages are then content-scanned and delivered to the end user or to the message quarantine for suspect messages.

The overarching, long-term goal for Logica remains, as it always has been, to provide a cost-effective solution to an ever broader base of customers. Both Logica and Sendmail are confident that their messaging infrastructure based on the power and flexibility of Sendmail Sentrion Message Processors is up to meeting this demand and future requirements.

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