

# Thomas Jefferson University

## Delivering Reliability and Overall Better Performance

“WITH MIRAPOINT WE’RE SEEING HIGHER RELIABILITY, REDUCED E-MAIL ADMINISTRATION DEMANDS, AND BETTER OVERALL PERFORMANCE.”

*Bruce A. Metz, PhD, Chief Information Officer, Thomas Jefferson University*

CASE STUDY | SERVICE PROVIDER



### BUSINESS NEED

High availability and effective management of spam and viruses

### SOLUTION

Mirapoint Message Server and RazorGate appliances

### BOTTOM LINE

High reliability, lower administrative requirements, and better performance

### Background

Thomas Jefferson University (TJU), founded in 1824, is one of the nation’s premier educators of healthcare practitioners; a major center for patient-oriented research and clinical trials; and a leading clinical care innovator. Located on a 13-acre urban campus near the Historical Area of central Philadelphia, the Jefferson Medical College is the largest private medical school in the United States. It has awarded more than 26,000 medical degrees and has more graduates in the workforce today than any other medical school in the nation. The central university IT group is known as Jeff IT.

### The Business Need

Jeff IT had been managing about 12,000 e-mail accounts using the open source e-mail system Cyrus. The Cyrus system had been installed in 2001, for the approximately 3,000 students at TJU, while faculty and staff used the HP OpenMail product. Although the system worked well as originally scaled for student needs, several years later 9,000 faculty and staff were added to the original hardware.

With this increased workload, the system began to show stress such as system slowness; longer mail delivery times; and periodic outages. In 2004, Jeff IT’s CIO left and the acting CIO of Jeff IT, John Hoffler, hired the consulting firm Computer Sciences Corporation (CSC) to look into the situation and recommend a new e-mail system. During this same time, the Thomas Jefferson University Hospital, which is closely affiliated with TJU, chose to replace their OpenTime implementation with iNotes from IBM. This product was examined along with Exchange, Communicate Pro, and others.

With the search for a new CIO underway, it was decided to hold off on the final e-mail selection until the new CIO could make the final choice. The CIO search committee made its decision to hire Dr. Bruce Metz, an experienced IT executive. But before Dr. Metz arrived in July 2005, the Cyrus mail system experienced a catastrophic failure in April of that year and was down for a week, reinforcing the need to implement a new e-mail system as soon as possible.



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## The Mirapoint Solution

A new e-mail system was the CIO's top priority. Despite a strong impetus to replace Cyrus quickly, Dr. Metz felt that a broad examination of current e-mail products and architectures needed to take place to insure selection of an optimal, long-term solution. It was his suggestion that Jeff IT examine appliance-based architectures, and it was this that resulted in TJU taking a hard look at Mirapoint. And everyone liked what they saw.

Contacts from nearby Temple University praised the system as stable, highly functional, and simple to manage. The efficiencies of an appliance were very appealing, and the anti-spam and security features of the RazorGate appliance made the decision a compelling one.

"A large measure of the success of the e-mail project can be attributed to the extensive involvement of representatives from campus-wide constituencies in the planning and selection process," says Michael J. Paquet, Associate Dean for Academic Affairs, Jefferson College of Health Professions. "Careful and considerable attention was paid to the identification of problems with the previous system and performance expectations for the new system."

A consultant was brought in to manage the Mirapoint Message Server and RazorGate implementation in April 2006. Data migration took just a week, and the final cutover occurred in a single 24-hour period in July. It has been a very stable and successful implementation ever since.

The Mirapoint Message Server is a solid foundation for a secure messaging infrastructure, providing a standards-based platform that intelligently serves, secures, and manages e-mail messages. The Message Server appliance includes advanced features such as group scheduling, calendaring, and address book.

The Mirapoint RazorGate appliance delivers unparalleled multi-layered protection from spam, virus, and hacker attacks. Deployed at the network edge, it provides real-time updates to reduce the window of vulnerability to newly emerging threats.

## The Bottom Line

End user reaction to the new e-mail system has been very positive. "The intuitive interface, rich functionality, large capacity, and enhanced reliability of the new system is a vast improvement over the previous system that has greatly improved workflow at Jefferson," says Gerald B. Grunwald, Ph.D., Professor, Dept. of Pathology, Anatomy and Cell Biology at Jefferson Medical College. "I notice the significant improvement each and every workday while utilizing this critical communications tool."

The IT staff has reacted positively as well. "We're experiencing some growth in the number of legitimate e-mails today compared to a year ago. However, the volume of spam is more than twice what it was over the same period," says Chris Campbell, associate director of Core Technologies. "The previous e-mail system struggled to keep up with that load, while the Mirapoint appliances handle it with ease."

## About Mirapoint

Mirapoint® is the market leader in appliance-based solutions for secure message networks in enterprise, service provider, and education organizations, with more than 115 million mailboxes served and secured worldwide. Customers use Mirapoint appliances including the Message Server mail appliance and RazorGate mail security appliance to build the messaging infrastructure that intelligently serves, secures and manages email. Mirapoint is headquartered in Sunnyvale, California, with offices throughout North America, Europe and Asia. For more information on Mirapoint, visit its Website at [www.mirapoint.com](http://www.mirapoint.com).

## Configuration

- Mirapoint Message Server M5000N Appliance
- Mirapoint RazorGate RG350 E-mail Security Appliance



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