

Atlantic Fasteners Taking Control of Email

“MIGRATION TO MIRAPOINT WAS PRETTY MUCH A NON-EVENT, AND THAT’S WHAT YOU WANT. MIRAPOINT IS EXTREMELY EASY TO USE AND MANAGE. I’M VERY PLEASED WITH ITS PERFORMANCE AND RELIABILITY SO FAR.”

Dean Johnson, IT Manager, Atlantic Fasteners

CASE STUDY | ENTERPRISE



BUSINESS NEED

Reliable, easy-to-manage, secure in-house email solution

SOLUTION

Installed one Mirapoint Message Server providing a full range of functionality including IMAP, group calendaring and scheduling, as well as virus and spam filtering

BOTTOM LINE

Migration to Mirapoint was a “non-event”
Easy to use and manage
Performance and reliability exceeded expectations

Background

Atlantic Fasteners, headquartered in West Springfield, Massachusetts, supplies commercial and mil-spec fasteners to large and small customers. Specializing in vendor-managed inventory programs, kitting, and light assembly, the employee-owned company, founded in 1981, stocks over 22,000 varieties of fasteners in three locations and generates \$12.8 million in annual sales.

Within the past two years, email has become an increasingly mission-critical application. More and more customer orders are received via email-between 60 and 75 percent for the division that fills overseas orders and a similar level for the company’s Mil-spec division.

The Business Need

For more than half a decade, Atlantic Fasteners had relied upon two different hosted email providers—one supporting its fastener division and another supporting a second division. “At least once every couple of months, one of the hosted email services would go down for half a day and sometimes even a full day,” says Dean Johnson, IT manager for Atlantic Fasteners. “Even worse, there were occasions when the service came back up, but the hosting vendor pointed mail to the wrong destination and emails were lost.”

A failure lasting an entire day in late November 2005 was the straw that broke the camel’s back, according to Johnson. It was time to take control of email. What he wanted was a system that was reliable, secure, and easy to use and manage.



Atlantic Fasteners

The Mirapoint Solution

Initially, Johnson considered Microsoft Exchange and Kerio MailServer, but he had concerns with both platforms. “They ran on an Intel box with a Windows operating system. I’ve had too much experience with problems with file servers and PC’s and Windows patching. We were looking for a solution that was very secure. All the holes in the Windows operating system were a concern.”

Then, in December, Johnson came across Mirapoint at a conference in Boston. “The Mirapoint appliance was built from the ground up on the Mirapoint operating system. It just had to be more reliable than a Wintel solution. I was very impressed with the product.” After some evaluation and speaking with a couple of references, Johnson recommended Mirapoint to the management team in early January 2006.

Implementation of the new system and its 65 mailboxes was smooth and easy, according to Johnson. An implementation specialist from Mirapoint guided Johnson through the process and the Mirapoint Message Server appliance was deployed with ease. “We are a Microsoft Outlook shop so we just loaded all the mail off the hosted servers onto everyone’s PC and redirected all incoming email to the new Mirapoint appliance. Actually, we ran both connections for a day or two while we were waiting for the propagation of the name change to take place.”

Users have been taking advantage of Mirapoint’s full featured capabilities. The management team has been using Mirapoint calendaring and scheduling features since the system was deployed. Training is planned to allow other employees to benefit from these features.

The Bottom Line

Making the move from a hosted to an in-house mail system went as planned. Even the company’s 12-person sales force who rely on POP for accessing their email had virtually no problems configuring their own clients. “Migration was pretty much a non-event, and that’s what you want.”

The Mirapoint appliance is effectively protecting users from viruses and spam. “I like the reports I can get off the system,” says Johnson. “It’s fantastic. Now I can see the level of viruses hitting the mail server that I wasn’t seeing before.”

That hands-on capability is important to Johnson. “It’s given me control over our email services, control over our destiny.” While he acknowledges that supporting email in-house entails more work than leaving management to a hosted provider, Mirapoint is far less complicated than alternatives. “I don’t have to become an Exchange expert,” says Johnson. “Mirapoint is extremely easy to use and manage. I’m very pleased with its performance and reliability.”

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.

Configuration

- One Mirapoint Message Server M50 Appliance