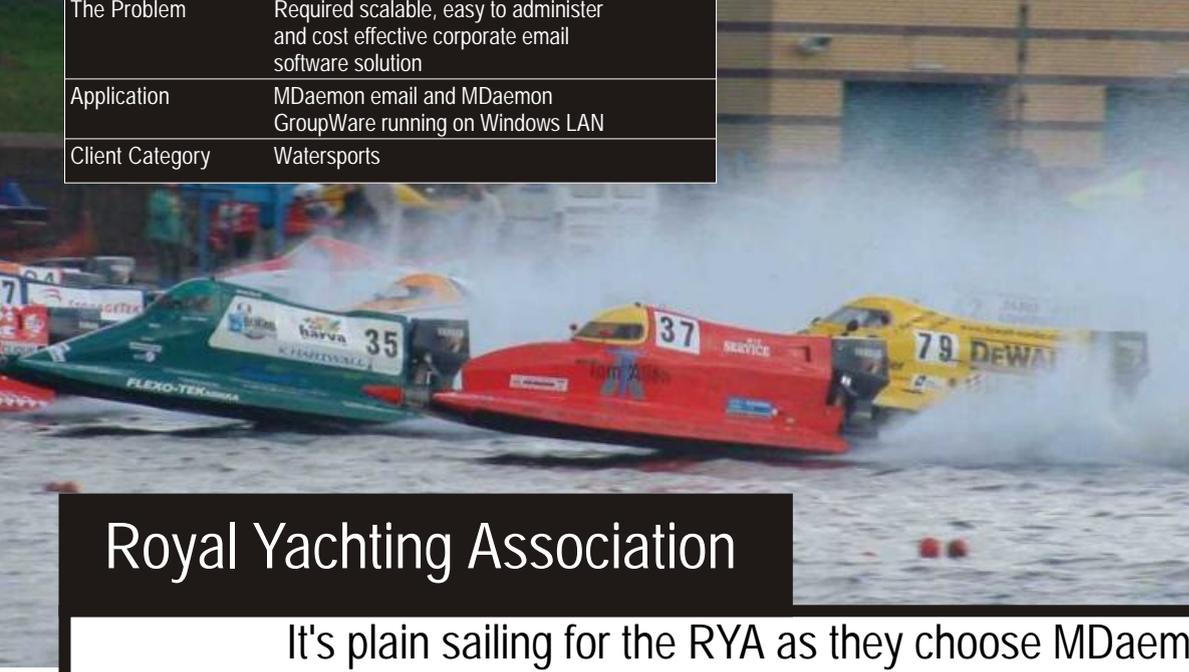


CASE STUDY

| | |
|-----------------|--|
| Company | Royal Yachting Association |
| The Problem | Required scalable, easy to administer and cost effective corporate email software solution |
| Application | MDaemon email and MDaemon GroupWare running on Windows LAN |
| Client Category | Watersports |



Royal Yachting Association

It's plain sailing for the RYA as they choose MDaemon

Royal Yachting Association invests in MDaemon for scalable, cost-effective email solution

The Royal Yachting Association has gone through a rapid period of growth over the last five years and the need for its IT infrastructure to keep pace with, and help facilitate, this growth is critical. Now being its primary mode of communication, the company depends heavily on email handling around 5,500 every day across its 100,000 personal members, 1,500 affiliated clubs and 3,500 training centres.

The RYA is the national governing body for water sports, similar to the FA in football, and producing information and communicating with its growing audience is the key objective.

Despite the hundreds of brochures, magazines, videos and training certificates it sends out each day, electronic communication has become the most popular medium.

But it has not always been like this - Andy Galvin, senior network technician at RYA, explains: "Five years ago we had no email system and a static website. We decided to push forward and invest in some new technology, both hardware and software, to improve the service we offer."



The company has become a big user of email, with its current volume around 2,500 outbound and 3,000 inbound per day and growing. The IT department manages approximately 300 accounts, in 14 departments, across the 100 people working at head office and the remote offices in Wales, Northern Ireland and Scotland.

The MDaemon Solution

"We researched the options in the market, with reliability, scalability and cost-effectiveness being essential criteria. After some initial user apathy from a few departments, we cautiously installed a 10-user license of Alt-N's MDaemon, through Zen Software." From this basic installation, which lasted just five days, the company rapidly upgraded the user license to 50-users and then unlimited users after just three months. "Once people saw the immediate benefits of the system - such as being easy to use and setup, highly reliable with lots of useful features - there was no stopping them," continues Andy.

Around two years ago as the company moved towards the 100-user mark, Andy doubted whether MDaemon could cope with the volume or had the necessary features. Therefore the RYA trialled Microsoft

Exchange. "We then found out we needed to upgrade to a new version and the total investment would have been around £12k, which for a non-profit making organisation on a limited budget was prohibitively high. So we looked at a new version of MDaemon and found it had all the functionality and stability the company required and was substantially more cost-effective."

Before the switch could be made back to MDaemon, however, disaster struck. "Our ageing mail server's hard disk irrecoverably crashed one afternoon. Just three hours later, having obtained a much newer server and reloading MDaemon from backup, everything worked perfectly."

The Solution

“MDaemon has become a critical tool for our business”



Andy Galvin
Senior Network Technician
RYA

Electronic communication

MDaemon features:

- Easy control of corporate email services
- Can be used with dial-up, ISDN, broadband or private circuits
- Low platform requirements
- Easy to install, configure, use and administer
- Offers powerful spam filtering
- Security features outstrip the competition
- Powerful, comprehensive and yet easy to use, account management
- IMAP service offers centralised and shared email
- Incorporates WorldClient webmail interface
- Supports all standard email clients
- Additional advanced features such as multiple domain support, content filtering and list serving
- MDAemon AntiVirus offers reliable virus protection
- MDAemon GroupWare unlocks Outlook's collaborative features without Exchange Server

Reliance on email

There are peaks and troughs in email volumes which tend to correspond to major industry events and the IT department is already geared up for the next big event which is the pre-Olympics.

“MDaemon has become a critical tool for our business,” continues Andy. “Everything the company now does is email driven such as email forums and discussion groups. We are making it as easy as possible for people to communicate interactively.”

The company has also experienced a huge growth in remote access to the system three years ago it had about eight laptops being used by its employees, now there are 50. Each user currently accesses their data through a VPN, but in future the company is planning to install a world client system for improved efficiency.

The RYA was one of the first companies in the UK to install MDAemon GroupWare, a useful plug-in that unlocks the collaborative functions of Microsoft Outlook using MDAemon as the mail server

platform. This allows everyone in the company to easily and cost-effectively share calendars, tasks,

contacts, notes, and journal folders through Outlook if they choose.

Tech support tried and tested

A high level of technical support is essential for such an important software system. The RYA has had some contact with MDAemon support, all of which has been good and Andy has always had an instant response by email. For example, the initial install of GroupWare created a few set-up problems:

“However one email to the support forum, followed by an immediate response from Alt-N, solved the problem quickly and easily,” explains Andy. “Overall, we have found MDAemon's support network to be faster, and it suits our business better, than other competitive products in the market.”

The next step for the organisation is to move



everything onto a new Windows 2000 Compaq server, concludes Andy: “We are planning for the

future and ensuring that the infrastructure is reliable and scalable, and we are quietly confident that upgrading to the new server will be plain sailing!”

“MDaemon had all the functionality and stability the company required and was substantially more cost-effective”

The Customer

The Royal Yachting Association is the National Association for all forms of sailing and windsurfing, motor cruising, sportsboats, personal watercraft and powerboat racing. It is recognised by all Government offices as being the negotiating body for the water activities it represents.

For further information visit www.rya.org.uk



The Supplier

Zen Software is the exclusive distributor for Alt-N's products in the UK and Ireland. In addition to MDAemon, Alt-N products distributed by Zen Software include MDAemon GroupWare, which enables the group sharing capabilities of Microsoft Outlook without the need for Exchange Server, MDAemon AntiVirus and RelayFax facsimile server and LDAemon, a free LDAP server.

For further information visit www.zensoftware.co.uk



The Developer

Alt-N is a software development company located in Arlington, Texas, USA. Alt-N specializes in developing cost-effective, Internet-enabled servers for enterprises needing speed, ease of use, reliability and security. In addition to MDAemon GroupWare, Alt-N products include MDAemon email server, MDAemon AntiVirus and RelayFax facsimile server, plus LDAemon, a free LDAP server.

For further information visit www.alt-n.com

