

CASE STUDY

Organisation	trent barton
The Problem	Required scalable, robust and easy to use email software solution with anti-virus and anti-spam capability
Application	MDaemon email, MDAemon Anti-Virus and MDAemon RelayFax running on Windows WAN
Client Category	Transport



trent barton

Bus company drives electronic communication

- 1000-user multi-site WAN chooses MDAemon to increase efficiency

trent barton is one of a very small number of significant independent bus operators in the UK. The company employs nearly 1000 people across its 11 sites in Nottinghamshire, Derbyshire and Leicestershire, running a fleet of around 330 modern buses and carrying 35 million passengers each year. The sites include a mix of bus stations, engineering, support sites, and operations centres to control the running of the buses.

During 2001, the company recognised the importance of investing in a company-wide WAN (Wide Area Network) with an efficient email system to improve both communication across the sites and the running of the business. In 2002, all of the sites were linked up to the headquarters in Heanor via a VPN (Virtual

Private Network) and MDAemon email software was installed for all operational staff. Each remote site is equipped with an ISDN line to access the private network and a WAN connects the sites together and enables all personnel to share printing and access documents across the network.

There are currently approximately 150 PCs throughout the 11 sites and a number of different people use the same computer throughout each day. For example, the 'traffic' office in Derby has three PCs, however there are 6 members of staff, who work different shifts and share PCs and MDAemon accounts.

Efficient reporting is a key element in the effective running of the company's

business. Every day each depot fills in a daily 'run out' spreadsheet, which contains operational information such as broken down buses or staff shortages, this is then emailed directly to Head Office for them to take the appropriate action. Before installing an email system, this was filled out by hand. Additionally, critical information from Head Office, that used to be faxed or posted, is now sent immediately to all offices. Andy Spencer, Systems Support Technician at trent barton says: "It's hard to imagine how we coped before the WAN and email system. Some of the staff start work at 4am, they can now fill in the spreadsheet and email it to the management team before they arrive at 8.30am. It saves time, eases administration, reduces errors and has improved productivity for the company."

Remote Working

Until recently, the cost of equipping staff with laptops was perceived as too high. However, now the senior management team has recently started using laptops to enable them to work remotely. Remote users access their email through any web browser via MDAemon's WorldClient webmail interface, enabling access to emails as if they were using Outlook at their office desktop.

The IT department set up a dedicated Windows 2000 remote access server to enable remote users to dial up and access the network when



they are out of the office - via a VPN through BT using a 2MB ADSL link. The remote access also enables Andy to check the system is working properly from home at any time, which is a very useful and important function.

Through applying proven technology, remote working will become more widespread within the company. Andy says: "With technology advancing at such a rapid pace, in future more and more of the team will be equipped with laptops and remote working will be commonplace in the daily running of the company. MDAemon's WorldClient is instrumental to our remote working strategy - it makes using email remotely very

straightforward for users and is a powerful application to handle anything that is thrown at it."

Mark Greasley, IT Manager at trent barton, says: "I spend a lot of my time travelling around the country for meetings and presentations. Having the ability to access my emails remotely is immensely helpful. I have a Bluetooth enabled mobile phone, so I can even check them when I'm on the train or bus!"

"I was impressed by MDAemon's scalability and easy to use functionality. We therefore opted to go with MDAemon and haven't looked back since."



Andy Spencer
Systems Support Technician
trent barton

Choosing a corporate email system

Up until 2002, the only email-enabled PC was located in the IT room running an old version of MDAemon. In order to send an email, the sender would have to sit in this room which meant it was an extremely inefficient system. Since Andy joined the company three years ago, a new network has been installed, which consists of three Windows 2000 servers and an upgraded version of MDAemon. A web server has

also been installed to run an internal intranet.

Andy says: "I considered Microsoft Exchange, however it was far too expensive and complicated for what we wanted. A friend of mine had installed MDAemon into a local school, so I went to see it in operation and was impressed by its scalability and easy to use functionality. We therefore opted to go with MDAemon and haven't looked back since."

The IT system has expanded considerably; particularly over the last year and trent barton has seen a significant growth in the number of users. MDAemon has handled this increased activity easily and the company has experienced no performance issues at all.

Growth of email, Spam and viruses

trent barton sends and receives hundreds of emails every day and the threat from viruses are of considerable concern to the IT department. Last month 2,000 viruses were sent to the company, but, thanks to MDAemon's anti-virus software, all were identified and prevented from affecting the business in any way. Andy comments, "I see the anti-virus plug-in of MDAemon as a critical and vital tool for the company. It integrates perfectly with the mail server and traps everything that enters the network, giving me complete peace of mind."

Summary and the future

In conclusion, the new IT system, which has been implemented over the last two years, has had profound effects on the organisation. "Overall the WAN and email system has not only increased communications, speeding up our operations/logistics process, but it has helped improve the efficiency of the business - enabling all 11 sites to operate as an integrated team. Ultimately, this has helped improve the service we provide passengers - our key objective," explains Andy.

The next steps for the company are to upgrade the hardware and eventually install another Windows 2000 server. Since he began at trent barton, Andy has moved MDAemon three times: from a Windows 95 server to two different Windows 2000 servers. "MDAemon is great, it's highly cost-effective and is easily transferred onto a different server if required. It is critical for the business to minimise server downtime and it only took 30 minutes to move MDAemon - it really is that simple and reliable and we couldn't have had a smoother transition. Also we find it to be highly robust - even when we used the old Windows 95 system, which crashed occasionally, MDAemon never crashed - it's a great product," adds Andy.

The company is also looking to share contacts and synchronise calendars in future, particularly for the management team. Andy is evaluating MDAemon's GroupWare product, that integrates with the mail server, with a view to implementing it in the future.

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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
-  MDAemon AntiVirus offers reliable virus protection
-  Offers powerful spam filtering
-  Security features outstrip the competition
-  Powerful, comprehensive and yet easy to use, account management
-  MDAemon GroupWare unlocks Outlook's collaborative features without Exchange Server
-  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 listserving



The company does not see spam as too much of an issue at the moment as volumes are relatively low and MDAemon flags up any spam efficiently. The IT department is keeping an eye on

developments and will review it in the future.

trent barton also operates another MDAemon plug-in, RelayFax, which conveniently sends faxes directly to users' desktops. The company has a license for 25 users and there are presently two fax lines. "We looked at competitive products, however they were very expensive. RelayFax is a convenient and useful tool, which offers a great price and impressive functionality. It runs happily alongside the mail server, which suits us perfectly" continues Andy.

The Customer

trent barton is one of a very small number of significant independent bus operators in the UK. We are owned, managed and staffed by local people, and we believe that we can offer a more personal service than our much larger rivals.

We employ nearly 1000 people in various parts of Derbyshire, Leicestershire and Nottinghamshire, running a fleet of around 330 modern buses on a network of local routes. For further information visit www.trentbarton.co.uk



The Reseller

Headtex Limited is an ICT Consultancy based in Chesterfield, North Derbyshire. Our customer base is spread throughout the Midlands and South Yorkshire across all industry sectors within the SME marketplace. Our core business is based around Ebusiness products and services, software development and database driven websites.

For further information visit www.headtex.co.uk



The Distributor

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. For further information visit www.zensoftware.co.uk



The Developer

ALT-N is a software development company located in Arlington, Texas, USA. ALT-N specialises 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

