

THUS, Plc. Improves Service to Corporate Customers with Mirapoint

“IT’S EXTREMELY EASY AND QUICK TO SET UP, EASY TO MANAGE, AND EXTREMELY RELIABLE.”

Richard McCallum, Development Director at THUS

CASE STUDY | SERVICE PROVIDER



BUSINESS NEED

High performing, reliable and flexible, platform that can provide email access 265,000 users with additional email security add-ons

SOLUTION

Mirapoint Message Server, Mirapoint Message Director and Mirapoint Directory Server

BOTTOM LINE

Mirapoint's standalone platform was easy and quick to set up and continues to be easy to manage, and extremely reliable

Background

THUS, Plc, headquartered in Glasgow, Scotland, and listed on the London Stock Exchange, provides communications solutions to business and residential customers throughout the UK under the THUS and Demon brands. THUS was formed from the merger of Scottish Telecom and Demon Internet in 1999. Founded in 1993, Demon was one of the first Internet service providers in the UK.

The Business Need

As a pioneer in providing email services to its Internet customers, THUS had developed its own mail system, which it continues to use today for most of its residential customers. However, there were corporate customers whose email needs were unique. “A standalone platform was preferable to us either trying to run them on our ISP email platforms or build another one from scratch ourselves,” says Richard McCallum, development director for THUS. The challenge was to find a solution that met THUS' performance, reliability, flexibility, and conformance to standards requirements.

THUS, Plc.

The Mirapoint Solution

THUS had been in discussions with Mirapoint for some time before taking the big step—deploying its initial Mirapoint system in 1999. “It was one of the first outsourced appliances that Demon started using,” says McCallum. “The development team had a lot of confidence in the appliance. They felt that it met all of their needs in terms of conformance, performance, and flexibility. We trusted Mirapoint to take over this part of our infrastructure.”

Over the past four years, THUS has steadily increased the number of end users on its Mirapoint appliances. Today, more than 265,000 users from two major corporate customers are supported on two platform suites that include ten Mirapoint Message Servers, Message Directors, and Directory Servers. The solution supports simple mail transfer protocol (SMTP), post office protocol (POP3), and Webmail access. “Webmail has been a big plus,” says McCallum. “One of the customers that used to be on a legacy system was very happy with the move to Mirapoint because of the significant improvement in their users’ experience with Webmail.”

To combat the growing problem of spam in the UK, THUS uses Mirapoint’s Full-Spectrum Email Security Technology, which combines powerful spam analysis, identification, filtering, and management features to achieve a 96% spam catch-rate with near-zero false positives. The multi-layered approach addresses spam at the email gateway, while giving end-users control to individually define what spam is to avoid lost messages and optimize the effectiveness of spam filtering.

Email user requests, such as adds, deletes, and changes, are handled online through a third-party provisioning system that also manages the other services provided by THUS. “One of the advantages of the Mirapoint appliance is the application programming interface (API), which we have found to be very exhaustive, and we’ve been able to take advantage of that,” says McCallum.

The Bottom Line

Overall, THUS has found Mirapoint to be the right solution. “It’s extremely easy and quick to set up, easy to manage, and extremely reliable,” says McCallum. “The upgrade paths have always been trouble free and non-disruptive. And although we don’t use a great deal of training, it has been good when we needed it. We find the technical support team extremely knowledgeable and reliable as well. It’s a very good solution for us.”

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 100 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 M2000 cluster configuration
- Two Mirapoint Message Servers M4000 cluster configuration
- One Mirapoint Message Server M4500 cluster configuration
- Seven Mirapoint RazorGates RG400
- Two Mirapoint Directory Servers DS400