

# Temple University

## Meeting the Needs of Higher Education

“SINCE WE DEPLOYED MIRAPOINT, MANAGEMENT AND ADMINISTRATION OF THE EMAIL SYSTEM HAS BEEN REDUCED FROM FIVE FULL-TIME PEOPLE TO ONE.”

*Charles Mathew, Director, Database Applications and Digital Media Development, Temple University*

CASE STUDY | EDUCATION



### BUSINESS NEED

Reliable, scalable, and flexible solution to support a growing user base with diverse requirements

### SOLUTION

Mirapoint Message Servers and Mirapoint Message Directors

### BOTTOM LINE

Mirapoint delivers a dependable, easily expandable, and highly customizable email communication and collaboration solution.

### Background

Temple University, located in Philadelphia, Pennsylvania, is the 36th largest university in the United States. Like many institutions, Temple's email service has become a communication tool as important as the telephone. Its 35,000 students, 3000 faculty, and 5000 staff—more than 43,000 in all—are avid email users. Email even reaches to the University's two small campuses in Tokyo, Japan and Rome, Italy. It is, therefore, essential that this critical form of communication be reliable and accessible at all times to all users.

### The Business Need

Over the years, Temple's email environment grew in a haphazard fashion as they met expansion requirements by purchasing separate hardware, software, and general-purpose operating systems. This resulted in costly integration of generic, multi-vendor email solutions that created a management nightmare. By 2002, the University had deployed a large Sendmail server hosting most of the students, a Novell Groupwise system running on a Windows-based platform hosting 2000 users, a smaller Sendmail server on an aging UNIX server hosting 400 users, and a small Microsoft Exchange system.

These disparate systems were spread across the campus and required a staff of four to five full-time IT professionals to manage them. Because the systems were reaching capacity, users were often unable to log on during peak periods. A lack of flexibility also meant that the different needs of students, faculty, and staff could not be met. In October 2002, the University's messaging problems came to a head. "The decision was to either add yet another server, or replace them all with a single robust, reliable, and scalable solution," says Charles Mathew, Director, Database Applications and Digital Media Development.



# Temple University

## The Mirapoint Solution

Temple decided they needed a more affordable, flexible, and efficient solution that could scale to meet the demands of the expanding university. A team evaluated a number of solutions including Microsoft Exchange, Sun's iPlanet, Critical Path, and Sendmail, in addition to Mirapoint.

A demo system provided by Mirapoint offered convincing evidence that the Mirapoint appliance was easy to configure and administer and proved reliable throughout the trial period. Temple also contacted several Mirapoint educational customers, including Wayne State University. "The key selling points for us were the appliance concept, the proven installations within the educational market, and ease of expansion," says Mathews.

The staged migration to Mirapoint began in June 2003 when the 2000 Groupwise users were moved. Then, in December, 37,000 Sendmail users were successfully migrated over—in a single weekend. Microsoft Exchange users will be migrated by mid-2004.

To support its Mirapoint user population, Temple installed two Mirapoint MD400 Message Directors as access proxies and two Mirapoint MD400 Message Directors for routing and security filtering of spam and viruses. The University also installed three Mirapoint M4000 Message Servers and one Mirapoint M4500 Message Server to serve the majority of users, plus a Mirapoint M400 Message Server to support a select group of users. The Message Servers provide IMAP, POP, Webmail, personal and group calendar, and address book features. Users can individually set parameters for spam control and manage their personal junk mail quarantine, which Temple saw as a key differentiator in selecting Mirapoint.

## The Bottom Line

The resources required to manage the Mirapoint appliances have been slashed by 80 percent. "Before Mirapoint, it took five IT professionals to manage the assortment of Exchange, Sendmail, and Groupwise messaging systems," says Mathew. "Now, management and administration of the email system has been reduced to one full-time person."

The Mirapoint solution has also brought significant changes to the Temple campus. "Since we deployed Mirapoint, the number of email messages has doubled," says Mathew. "That's a direct result of the highly

reliable and always-accessible Mirapoint solution. Complaints about slow mail delivery and no accessibility have virtually disappeared. Helpdesk questions from users are no longer about how to access their mailbox or report that email is down. Instead, they are asking how to use features they never had before. Even our users in Tokyo and Rome have no difficulty accessing their email through Webmail. At last, students and faculty are able to use the system the way communications should be used."

Aside from a more reliable, better performing, lower TCO, manageable solution, Temple also noted that Mirapoint's Professional Services and Support organizations are exceptional. Customized branded, migration time from legacy equipment and support help were needed services that Temple says has worked perfectly. Mirapoint ProServ also gave Temple flexible tools for migrating users on demand, so Temple's IT team could manage the deployment over time as best fit their business. In addition, Mirapoint ProServ helped Temple integrate the Mirapoint solution (using standards-based interfaces) into an existing Blackboard-based portal used within the university environment.

## 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](http://www.mirapoint.com).

## Configuration

- Four Mirapoint RazorGates RG400
- Three Mirapoint Message Servers M4000
- One Mirapoint Message Server M4500
- One Mirapoint Message Server M400