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IceWarp Server Helps Superior Controls Reduce IT Costs and Administrative Overhead While Delivering More Capabilities to Their Workforce

Organization:

Superior Controls is a leader in creating and deploying engineered solutions for the automotive, off-highway vehicle, aerospace, marine, defense, pharmaceutical, processing and general manufacturing industries across North America. Based in Plymouth, Michigan, the company has been serving their customers for more than 30 years.

Problem:

Superior Controls was running an older version of Microsoft Exchange, and was considering an e-mail platform upgrade because the application was running out of storage capacity. The first option was to stay with Exchange. However, multiple upgrades - in 2003, 2007 and then, finally, in 2010 were getting increasingly disruptive – all on top of hefty licensing and infrastructure costs. Superior Controls was forced to start looking at other options.

“Changing over to another email system is not for the faint of heart,” explains Josh Johnson, IT Administrator with Superior Controls, “At first glance the process is daunting because there are so many factors to take into consideration.”

According to Mr. Johnson, the list of immediate issues was daunting:

- How to migrate the users?
- Are contacts going to be affected?
- Will the system have Active Sync Support?
- Can it support Apple-based devices?
- Will Calendar services be available?
- How much time will it take to setup?

In the ideal world, organizations planning for changeovers of critical production systems like Email servers, should give their IT staff months to prepare. This, however, was not the case for Superior

Controls, recalls Mr. Johnson. His team was given just one week to plan and prepare for the changeover and migration.

“With the cost and complexity to stay with Exchange being prohibitive, the choice was clear: we needed to find a new system that could meet our requirements,” says Mr. Johnson. “But with limited time I was not confident we could quickly find and test the right solution, much less get it deployed.”

Superior Controls’ high demands for the system made the selection process even more daunting.

“We needed the email solution to offer the same collaborative features for sharing and managing our company address books and events, and have full (and hopefully native) support for our large mobile work force of sales staff,” explains Mr. Johnson

Solution:

After a rigorous search, the Superior Controls IT team decided to download and test the IceWarp Server which offered the same features as Exchange - email, and mobile synchronization, data sharing and management, as well as many additional capabilities on top of that.

“We wanted a system that was easy to deploy and manage, an application that would allow me to customize the data flow coming in and out of the email server,” explained Mr. Johnson, “I also wanted a more granular level of administration that I was lacking with Exchange. After a short product demo by the IceWarp sales engineer I stopped looking.”

The Superior Controls team was also attracted to the ease of installation, intuitive management, and the wealth of additional features not supported by Exchange – and company management loved the cost.

“Anyone who has managed Exchange knows that data migration from one store to the next or even to another server is very difficult and risky with Exchange,” says Mr. Johnson. “Given the time I had to have IceWarp up and running and tested, I could not have been more impressed. With IceWarp, migrating from Exchange was a piece of cake, because the company actually thought about what it takes to move data from that platform.”

Results:

Superior Controls Team discovered that IceWarp can handle the communications load from day one.

“I was able to get users setup on email, start migrating accounts and other data over from the Exchange system, and begin managing calendar services with the entire organization the same day,” says Mr. Johnson. “You CAN'T do this with Exchange.

Superior Controls was also taken with IceWarp’s capability for granular management of data flow.

“There should be no guess work when it comes to knowing how the email system is working,” says Mr. Johnson. “It is my job as an IT Manager to know what is going on in the background, how it works, why it works that way and can it be changed. IceWarp allows me to get down to the user level and change

specifics with each account, setting rules, archiving, access control and do other things before the message even hits their inbox. After we replaced our Exchange server with IceWarp, it does more, costs less and we love it!”

ROI:

Faced with a total cost of more than \$75,000 for their Exchange upgrade, not to mention the additional overhead created by the complexity of multiple upgrades, and increased ongoing management overhead, Superior Controls estimates that they saw IceWarp ROI by month two.

“Exchange is a bear, it really takes a lot of time and energy to manage, and the hardware it requires has to be extremely robust and seems to require constant tuning,” says Mr. Johnson, “IceWarp is easy to manage, and very lightweight. We used a spare machine we had that was only being used as a file server, and it handles the load nicely, this saved us infrastructure cost.”

IceWarp security features were also an important ROI factor.

“I also found that IceWarp's built in anti-virus and anti-spam filters work exceptionally well,” says Mr. Johnson. “Previously, we had to install a Barracuda in front of our Exchange system to capture all the spam and malicious email coming into the system. Currently, I don't have the Barracuda in front of the system and it blocks the same amount of traffic, if not more, than the barracuda did when it was running. Just another example of how deploying IceWarp greatly reduced our cost of ownership.”

Mr. Johnson believes that the organizations struggling with Exchange issues should definitely consider IceWarp.

“IceWarp is a solid system and the right choice for organizations because it allows for growth, sustainability, reliability, mobility and it's secure,” says Mr. Johnson.

About Superior Controls: <http://www.superiorcontrols.net/>

About IceWarp: <http://www.icewarp.com/>