

Case Study



Silicon House – Rapid Action Force

**Case Study:
Fully Managed Semi Dedicated YBox Biz Mail Servers**

**Silicon House,
18, First Floor,
Corporation Commercial Complex,
Indira Nagar, Adyar,
Chennai – 600020
Tamil Nadu
India**

**Phone : 044 – 24405807 / 24412748
Enquiry : <http://enquiry.siliconhouse.net>**

ISO 9001 : 2000 certified company

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Challenges

A large software corporate house having more than 200 mail users has been facing problems with its mailing solution.

High Availability Mail Servers

The Company wanted a high availability solution as the mailing solution used then was frequently disrupted. System Admins spent more time on getting support from mail server providers than administrating their network. Few of the employees were always on the move and hence a stable and properly resolving web mail is also required.

The Solution must contain high availability network / server uptime. The mailing solution must include both POP-3 and IMAP

High Resource Allocation

The number of users were around 200. This is expected to grow. During peak working hours simultaneous usage will touch upto 100 – 125 users. In the past, the mail clients will start showing network errors frequently during peak time. As time goes by the mail retrieval becomes slower and slower.

The Solution must contain a high end server with high resource allocation for this mail server. Moreover, the mail server has to be tuned for such a high number of simultaneous users.

Fully Managed or Outsourced Solution

In previous mail servers, due to high downtime the System Admins were spending more time on troubleshooting mail servers issues. Hence the company wants a **FULLY MANAGED** mail server rather than a USE AS and IS basis.

The Solution must contain a completely managed solution atleast from the server side issues.

Secure / Confidential

The Company provides solutions for many organisations around the world. All its communications must be secure and confidential. It also required a mechanism to track in case of abuse of their emails.

The Solution must contain a secure mail server with complete tracking facility of all emails sent and received thro the domain name.

Cost Effective

The mail server that is proposed must justify the cost and should enable to company to save time and cost.

The Solution must be cost effective and justify the investment.

Solutions

Based on the above challenges, Silicon House has provided **Fully Managed Semi Dedicated YBox Biz Mail Servers**. The Solution has the following features;

Fully Managed Semi Dedicated Linux Biz Mail Servers are best fit if you are an organization operating in multiple locations across different states or countries, for your Corporate Mailing requirements. **Huge Server Resource Allocation, High End Servers, Advanced Tuning for peak performance, Latest features such as Spam Assassin, On Demand & On Access virus scanning, Webmail, XMAIL Trac™ [For mail tracking and compliance], Customized quota management etc.** makes this incomparable with other mailing solutions available in the market.

YBox Servers are High Availability Servers

System Resource Allocation: Unlike shared hosting packages, Biz Mail Servers have huge space, bandwidth, memory allocation. This allows you to run resource intensive corporate mailing solutions. **Performance:** Biz Mail Servers are specifically fine tuned and optimized for high performance even at peak load. Since the resource allocation is high, intensive applications can be run with ease. **Tweaks such as SPRI** - changes the priority of different processes in accordance to level of importance, hence increasing server performance

High Resource Allocation

- Huge Disk Space Allocation
- High Quality High Availability Bandwidth
- 250 Email ids [Self configurable]
- EXIM Mail Server
- Spam Assassin
- Clam AV Anti-virus
- POP3 / IMAP Support
- Account Level Filtering
- Multi Group Mailing
- Mailing Lists
- XMAIL Trac pre-installed [For mail tracking and compliance]
- Ajax based webmail

Fully Managed Server Administration

Silicon House is the only hosting company which offers fully managed semi dedicated servers.

Pre-Hardening

YBox Servers come with pre-hardened security software. This includes firewall, antivirus, brute force, intrusion detection systems, SPRI etc.

OS / Control Panel Updates

YBox Servers are pre-configured to get updated automatically once critical updates are available for OS as well as other programs such as control panel, database servers etc.

Virtual Walk Through

Once you purchase a semi dedicated server from Silicon House, our Rapid Action Force executive will offer your system admin with a virtual walk through on day to day administration as well as best practises. This will enable you to be less dependent on us and fix issues even before they occur.

Secure and Confidential with XMail Trac™

XMail Trac™ is a comprehensive email tracking solution which allows you to keep track of mails that are sent or received in your domain name. No matter how far your branches or employees are... you can keep track all the mails that sent or received through any standard mail client such as outlook etc.

Cost Savings

When compared to Dedicated Servers, this account offers a huge cost savings [Approx. 1/10 th]. You don't need full time system admin to handle this account.

Results

The following were the results observed in next nine months from the date of implementing Fully Managed Semi Dedicated YBox Biz Mail Servers.

1. The frequent network errors due to **simultaneous users during peak hours** have been reduced to negligible.
2. YBox Servers with high availability bandwidth have less downtime as the servers are pre-hardened and fully loaded with **OS and latest Security Components**.
3. **XMail Trac™** now enables the client to monitor all the incoming and outgoing mails. This also serves as a one place archiving of mails.
4. **Fine tuning of mail server for high performance** has resulted in better performance even in case of attachments sent via emails
5. **Virtual Walk Thro' and Training** has enabled the System Admins at the customer end to implement best practises on mail retrieval and network security. This has resulted in less time spent of troubleshooting mail related network issues at the customer end.
6. **Robust webmail with proper management of mail boxes** on a monthly basis allows mails to be used even on the move.