Syntax Integration
Messaging Solution Replaces UNIX and Open Source

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– *Roger Atkinson, Head of Computer Services*
London South Bank University

Customer Situation

London South Bank University provides relevant and exciting curriculum geared toward the future employability of its students. Students and staff rely on the school's e-mail and Web-based systems for communication, collaboration, and access to online resources. But the existing geographically dispersed messaging system suffered outages, raising system availability concerns. "If we wanted a more robust messaging environment," explains Roger Atkinson, Head of Computer Services, London South Bank University, "we faced two options: either invest further in our somewhat disjointed UNIX-based legacy messaging systems, or implement a more enterprise-level and scalable solution with a broader reach of Web-based options for off-campus users."

Partner Solution

In 2003, representatives from the University attended an event on mobility held by Syntax to learn about new messaging software that could solve its availability and reliability problems. Tim Parker, Sales and Marketing Director, Syntax Integration, met with the representatives after the presentation. As a result of discussions, Syntax was asked to analyze the University's messaging infrastructure to help propose a solution.

Making the Switch

After comparing the cost of upgrading its current open-source software (Sendmail and Cyrusmail) to switching to new technology, the University decided to replace the 10 legacy systems in its UNIX-based environment with Microsoft® Exchange Server 2003 Enterprise Edition on the Microsoft Windows Server™ 2003 operating system. Syntax, a Microsoft Gold Certified Partner, designed and deployed the new system, with input from Microsoft on ratifying the design and structuring the education pricing model.

Solution Overview

Partner Profile: Syntax Integration, a Microsoft Gold Certified Partner, specializes in Microsoft®-based solutions and offers high-quality IT support and outsourcing.

Customer Profile: London South Bank University, a dynamic, inner-city university, has 18,000 students and 2,000 staff members.

Country: United Kingdom

Industry: Education

Business Situation: Growing e-mail demand, a need for group-wide standards, and reliability issues with existing open-source messaging software on UNIX legacy systems caused the need for new technology.

Solution: Replacing open-source software with Microsoft Exchange Server 2003 improves availability and provides a richer, more interactive e-mail system.

Microsoft Products: Microsoft Windows Server 2003, Microsoft Exchange Server 2003 Enterprise Edition, Microsoft Internet Security and Acceleration Server 2004 Enterprise Edition, Microsoft Visual Basic® .NET, Microsoft Office Outlook® Web Access 2003

Benefits:
- Enterprise-level messaging
- Scalable to 20,000 users
- 30% administrative cost savings
- 50% increase in e-mail availability

Microsoft

A Powerful Messaging Solution

"Switching from open source to Exchange Server 2003 solved the University's messaging requirements and, because the system can scale to over 20,000 users, positions it to meet future educational and business messaging requirements," explains Parker. In addition, this solution is easier to administer and support than the previous one. Users will access e-mail through Microsoft Office Outlook® 2003 Web Access. The system also includes Microsoft Internet Security and Acceleration Server 2004 Enterprise Edition to ensure network security and enhance system performance.

Results

Participating in the Microsoft Partnership Program extends Syntax's market reach and provides the support and resources it needs to deliver innovative solutions. Syntax's top-of-the-line development and design services, backed by mature software offerings, have resulted in a strong relationship with a satisfied customer.

The Right Solution

"Exchange 2003 gives us a better common operating system for messaging than our previous software," says Atkinson. "The result: The University has better administrative control and is receiving 99 percent e-mail availability."

"As a Microsoft partner, we knew we had the support and resources necessary to create the right solution for the University—that gave us an edge over the competition," notes Parker. "And as a result of our initial engagement with the University, Syntax is also looking to develop new desktop standards for the University based on Microsoft Windows® XP."

Marketing Support that Promotes Business

"Our Microsoft account manager makes sure we have access to special initiatives and involves us in marketing campaigns to promote our products and services," Parker notes.

Added partner benefits for Syntax include access to free training courses for both sales and technical resources, as well as the rights to use Microsoft software internally—and its services are featured in the Microsoft Resource Directory.

SYNTAX
integration

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– Tim Parker
Sales and Marketing Director,
Syntax Integration

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: www.microsoft.com

For more information about Syntax Integration products and services, call 44-207-3075000 or visit the Web site at: www.syntax.co.uk

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