

Eastern Illinois University saves over \$700,000 by investing in the Zimbra platform that scales to thousands of users

KEY BUSINESS CHALLENGES

- › Lack of Scalability
- › High Total Cost of Ownership (TCO)
- › Lack of Multi-Platform Support
- › Inflexible Integration Architecture
- › Administration Complexity

“We chose Zimbra because it provides the best support for Windows, Apple and Linux desktops on the servers of our choice - Apple”

Greg De Young
Associate Director
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EASTERN ILLINOIS UNIVERSITY'S DEPLOYMENT & TECHNOLOGY ENVIRONMENT

- › **Prior Messaging Platform:** SendMail on Solaris
- › **Scale of Usage:** Over 30,000 user accounts; anticipate exponential mailbox growth in coming months
- › **Market Segment:** Education
- › **Preferred Client:** Zimbra AJAX web client
- › **Alternative Client:** Outlook
- › **Integration:** Active Directory; Learning Management System
- › **Server:** Apple

FAVORITE ZIMBRA FEATURES

- › Rich Web2.0, browser-based interface for administrators and end-users
- › Open solution
- › Support for all desktop clients and protocols

ABOUT ZIMBRA

Zimbra is an open source server and client technology for next-generation enterprise messaging and collaboration. Zimbra delivers innovation for both the administrator and the end-user as well as compatibility with existing infrastructure and applications, both open source and proprietary.

CUSTOMER OVERVIEW

Founded in 1892, Eastern Illinois University (EIU) is one of the oldest universities in the US. Over the many years, EIU has gradually expanded from offering a single academic offering to offering multi-varied academic streams both at the Baccalaureate and Master levels and has been a top choice of students in the mid western region.

BUSINESS CHALLENGES

Eastern Illinois University (EIU) wanted to replace their aging email messaging system in order to address the following issues

- **Lack of Scalability:** EIU wanted to offer lifetime email accounts to their student and alumni community. EIU was using an aging email system - SendMail on a Solaris platform and they doubted the ability of their email system to handle the exponential increase in the user base especially as there were no fail-over mechanisms.
- **High Total Cost of Ownership (TCO):** EIU wanted to offer lifetime email facility to their students. Cost efficiency was hence a major consideration with their existing messaging system.
- **Lack of Multi-Platform Support:** EIU wanted to provide an experience beyond email to their students. They wanted their students to experience the same collaborative experience across all desktop environments - Windows, Apple and Linux.
- **Inflexible Integration Architecture:** EIU wanted to integrate their messaging and collaboration platform with their e-learning system - Learning Management System. No integration hooks were available in SendMail and this was a major unfulfilled requirement.
- **Administration Complexity:** EIU wanted to delegate all the administration related issues to the HelpDesk instead of resolving them at the Server Administrator level. No delegated administration functionality was available with their existing messaging system. Expertise to configure and administer a Solaris platform was limited and this was a major concern as well.

ZIMBRA SOLUTION

Eastern Illinois University (EIU) implemented Zimbra solution to address these challenges. The Zimbra messaging platform delivers

- ✓ **Seamless Scalability:** Zimbra provides EIU a highly scalable messaging and collaboration platform that has proven its ability to handle over 30,000 users.
- ✓ **Superior User Experience:** The Zimbra AJAX web client provides support for synchronization to all desktops across different desktop environments. This provides users with a unified and superior collaborative experience irrespective of the desktop they use.
- ✓ **Ease of Integration:** Zimbra's Zimlets infrastructure ensures a highly flexible solution that integrates seamlessly with EIU's Learning Management Systems.
- ✓ **Efficient Administration:** Ability to delegate administration along with other advanced administration functionality such as queue management simplifies the entire administration process.

BENEFITS & VALUE DELIVERED

Zimbra delivers a superior messaging and collaboration platform that enables

- ✓ **Robust and Scalable Messaging Platform:** Zimbra provides EIU a highly scalable messaging platform that will scale beyond their current 30,000 users and allow them to manage the anticipated exponential mailbox growth effortlessly.
- ✓ **Lowest Cost Efficiency:** EIU estimates that a comprehensive platform similar to Zimbra would cost \$700,000 more to implement and manage.
- ✓ **Improved User Productivity:** Eastern Illinois University users experience a remarkable user experience brought in by the feature-rich AJAX web client. According to EIU, some of their most technical users prefer using only the Zimbra AJAX web client.
- ✓ **Simplified Administration:** Utilizing Zimbra's web-based UI helped simplify administration thereby freeing up system administrators' time so they could focus on capacity planning and other longer-term planning tasks.