

# Enterprise Messaging A Perspective

Enterprises that have chosen to use Linux for e-mails find it feature-rich, stable, and easy to upgrade, with low capital and operating costs. Banks, ISPs and NGOs too could deploy Linux for messaging.

**C**orporate e-mailing needs no introduction. E-mail is a critical component in business communication today and has replaced the telephone as the most primary means of communication in the corporate sector. On the Net, e-mail has become the most indispensable service.

Most prevailing messaging architectures are Lotus Domino, Microsoft's Exchange Server, Netscape Messaging Server, Novell GroupWise, Postfix, Q-Mail, and Sendmail. If you take a closer look, the options are dependent on the operating system to a very great extent, except collaborative

system. Various factors are taken into consideration when deciding on it, such as hardware costs, software licenses, technical support cost, prices of upgrades/service packs, costs of hardware, profits lost because of downtime and personnel costs.

Linux scores well over any other platform if you go by these criteria. It provides a perfect combination of a technically superior and stable product. Being a Unix flavour, it has reliability built in as a feature. Added to that, it is scalable, and capable of handling very huge volumes. The same Linux server, used for mailing, can also be configured as a proxy server, LDAP server, and for many other services, without paying any additional licensing costs. And support is available.

History proves it that Unix flavours have much higher scalability, reliability and performance in comparison to other operating systems. Yes, Unix also has high deployment cost. A majority of mission-critical applications are built and deployed around Unix flavours but, of course, at huge costs. Linux has the capability of Unix architecture at a low deployment cost. Today, Linux has grown to a level where mission-critical applications are finding their way out. It has proved to be, overall, the best platform to deploy an Internet architecture-based application. Let us try to see what Linux offers that can make it the platform of choice for enterprise messaging.

## WHAT MESSAGING ON LINUX DELIVERS

- Rich feature sets
- Sustained effectiveness

### Sahara says...

'Sahara India' is a large and multi-faceted organisation. It has footprints all across India. As an organisation, we were also required to have a secure, stable and fast mode of communication by which we could communicate to all our offices seamlessly. After implementing Q-Mail (Linux-based mailing solution), this thought became reality.

The most amazing fact is the transition from paper correspondence to e-mails, which has been phenomenal. Just before implementing Q-Mail, e-mails were used very rarely and were not accessible to everyone in the organisation. But now, our network e-mails generate much more traffic and delay in correspondence has reduced significantly. Today, our 1500 offices use e-mail and the pace at which this new concept has been adopted by our people is worth appreciating.



Supriyo Mookherjee,  
AGM, Telecom, Sahara  
Net, Lucknow

solutions such as the Lotus Domino, which are available over multiple platforms.

Once a corporate set-up wants to set up a mailing system, the first question is the choice of the operating system, and the bottom line is cost. The cost is not just the cost of setting up the

## Advertisement

- Stability
- Rapid deployability
- Remote management
- Reduced capital costs
- Reduced operating costs
- Open standards
- Better support
- High performance
- Easy upgrading
- Low or no licensing cost

Even large companies are finding a cost-effective alternative to Microsoft in the deployment of Linux servers. Because Linux allows the company to do more remote

### Bharti adds...

We implemented supply chain management and customer relationship management on the Linux platform, and achieved such a level of confidence about the reliability, scalability and security of the operating system that we shifted our entire messaging setup to Linux. I have achieved all these comforts for my users while spending very less as compared to other operating systems.



Gurinder Pal Singh, deputy manager (EDP), Bharti Teletech Limited

network administration and software loads than was possible with either Microsoft or NetWare products, it has driven down their network management costs.

Historically, large corporations have steered clear of free software due to the unfounded assumption that anything free can't be worthwhile. The recent trend among some corporations is to use these cost-effective operating systems.

Once the critical decision about the platform is made comes the issue of what solution should be deployed. Among the many solutions on the Linux platform, the following are the most popular and have been compared:

Of the various choices of MTAs available, Q-mail becomes an obvious choice because of its stability, cost, availability, upgradability and security.

- Security is an essential requirement, as mail delivery is critical, and it cannot be turned off.
- The system should be reliable. Mails should not get lost even if the system is corrupted.
- It should work efficiently in any type of hardware and support multiple simultaneous deliveries.
- The system should be simple to operate and handle.

| MTA      | Maturity | Security | Features | Performance | Modular |
|----------|----------|----------|----------|-------------|---------|
| Q-mail   | Medium   | High     | High     | High        | Yes     |
| Sendmail | High     | Low      | High     | Low         | No      |
| Postfix  | Medium   | High     | Medium   | High        | Yes     |
| Exim     | Medium   | Low      | High     | Medium      | No      |
| Courier  | Low      | Medium   | High     | Medium      | Yes     |

### Bry-Air: been there done that

We started using Red Hat Linux for our e-mail and proxy servers in 1999. In a phased manner, all our sales offices, manufacturing units and corporate offices also have come under the Linux umbrella. Our application software are also getting ported/ developed under Linux. We find Linux stable, rugged, cost-effective and virus-immune. We are now trying out VoIP through Linux.



N. Venkat, systems chief, Bry-Air Asia

### Q-MAIL HAS ALL THESE FEATURES.

Other issues related to enterprise messaging can be:

- Usage as a collaborative product
- Virtual private networks
- Secure e-mail
- Remote network management
- Integration with Intranet and CRM
- Firewall
- Virus Wall
- Database integration
- Instant messaging

The solution chosen should be clear on all these aspects. If you look at the comparison chart, Q-Mail becomes the obvious choice but the question is, can a solution worked around Q-Mail be able to deliver what an enterprise requires? Definitely, yes! Q-Mail is not a product like Lotus Notes but the solution needs to be built up through integration of open source products and solutions.

### Arcus concludes

The Linux-based messaging system is a cost-effective, unlimited and dependable e-mailing system. It is a strong mailing solution for our internal and external messaging system across inexpensive hardware. It delivers breakthrough messages to our organisation user community by forwarding nearly a million messages per month without breaking into a sweat.



R. Swaminathan, team leader, IT infrastructure, Arcus Limited

### WHO IS LOOKING FOR ENTERPRISE MESSAGING?

- Firms with 50 employees or more
- Firms spread across multiple locations
- Firms spread across multiple time zones
- Governments
- Banks and financial institutions
- Internet service providers, and many more. **LFY**

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