

CUSTOMER SUCCESS STORY / EDUCATION

Catawba College



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Joanna Jasper
Chief Information Officer
Catawba College

1,300 students, faculty and staff needed more robust messaging.

OVERVIEW

Established in 1851, Catawba College is one of the oldest colleges in the United States, located in the historic City of Salisbury, North Carolina. Catawba is a private, four-year college with 1,000 students and 300 faculty and staff.

CHALLENGE

Catawba was using Pegasus Mail, but as their student body grew, so did their need for a more robust messaging solution. Pegasus was no longer serving the needs of the college students or employees.

MESSAGING REQUIREMENTS

As the first step in their search for a new solution, the IT team conducted an analysis of their needs. Students needed to be able to access email from any location, and from any desktop OS. Faculty and staff wanted to use Outlook, and needed groupware functionality such as calendaring with free-busy look-up for scheduling meetings.

Catawba also needed a solution that had automated migration tools and could be implemented quickly with limited end user disruption. The IT staff was concerned about introducing Exchange into a primarily non-Windows data center infrastructure and was doubtful that they could support Exchange without adding more IT staff. They began searching for a robust and reliable messaging solution that provided full feature Outlook support — without Exchange — and a solid migration strategy.

The IT team began its search and was referred to Scalix as a viable, highly reliable Exchange alternative with full Outlook support. Two other solutions also made Catawba’s short list, but those were eliminated when it was determined that their Outlook support was incomplete.

CUSTOMER PROFILE

Catawba College

A private, four-year college with 1,000 students and 300 faculty and staff.

Industry

Education

Requirements

Robust enterprise messaging
Linux-based
Collaboration features
Complete Outlook support
Full-featured Web client
Seamless migration

Product Used

Scalix Enterprise Edition

ABOUT SCALIX

Scalix is the leading provider of enterprise email, calendaring and collaboration software based on Linux and open source. Scalix allows companies of all sizes to reduce the cost and complexity of their email environment with a richly-featured, reliable and scalable messaging solution that blends seamlessly with both open source and proprietary infrastructure and software, including Microsoft Outlook and Active Directory. For more information, visit www.scalix.com.



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SOLUTION

After an in-depth evaluation, Catawba made the decision to go with Scalix. Being conservative with their migration strategy, Catawba wanted to migrate their email during a significant break in the academic schedule. They choose to do the migration over the week-long winter break, which was 5 weeks away. Over the next 5 weeks, the Scalix deployment team and Catawba IT staff implemented and configured the new Scalix system. Then over the winter break, they migrated the data from the old email system to the new Scalix system. The entire project was completed before the students got back from winter break.

“This project literally had an impact on every member of the college community – there was no room for error,” said Joanna Jasper, Chief Information Officer at Catawba College. “The Scalix team executed flawlessly.”

RESULTS

When the students returned from winter break they found a feature-rich web client waiting for them, with all their existing messages retained. The migration was seamless. Students now access their email from anywhere, using any desktop OS. The staff and faculty have full-feature Outlook support, with group calendaring functionality. Staff and faculty also enjoy the web client, which allows them to get to their email and calendars from home, on the road, anywhere they have access to a web browser. The performance, reliability, and functionality of the new Scalix email system turned the IT staff into instant heroes with their customer community, without the need to add staff, and for a reasonable price.

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