



Great service, great savings and delivery on SLAs

Every day, Mimecast takes care of millions of emails and documents on behalf of thousands of companies around the world from its offices in Europe, North America, Africa, the Middle East and the Channel Islands.

Many companies have fragmented, complex and expensive email structures. To combat this, Mimecast introduced a new approach to managing email security, continuity and archiving called Unified Email Management. This simpler, more holistic strategy is delivered from a Software-as-a-Service (S-a-a-S) 'cloud' architecture which meets the most sophisticated corporate requirements while eliminating the customers' need to buy and support their own hardware and software.

Resilience and high availability of their business critical systems are crucial for Mimecast to fulfil its service levels to customers and to achieve this they archive each email in triplicate and run data centres where all the data is automatically mirrored.

"Our customers expect highly available, secure email solutions," describes Keith Wallington, Chief Services Officer for Mimecast.

"Email is such a critical service now that if it is not available, business can grind to a halt, resulting in loss of productivity, reputation damage and potential regulatory consequences."

"Many customers have chosen a S-a-a-S based approach to email management to achieve a more efficient, cost effective and reliable approach to ensuring the availability of this key business tool."

To find a networking solution that would deliver this high availability, Mimecast worked with its long standing IT solutions provider: Softcat. As a Mimecast Certified Partner, Softcat has been successfully implementing the email management solution to their customers, alongside using the technology for their own email management solution.

PROJECT PROFILE:

- Networking
- Disaster Recovery

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Softcat was well aware of the business critical nature of the service Mimecast provides and of course had a vested interest in the proposed solution, to ensure Mimecast's internal systems met and exceeded customers' SLA expectations. Being an HP Gold Certified Partner, and having a specialist networking team in house, Softcat were well positioned to fully understand all aspects of Mimecast's requirements and able to confidently recommend technology to suit.

"We have an excellent relationship with Softcat who understand our business and recognise our immediate needs," says Keith. "Softcat also offers a very personal touch with hands-on involvement in terms of account management and technical advice. We went with HP ProCurve because we wanted a networking provider that was flexible and adaptive."

As part of the proposal, HP ProCurve specialists delivered an effective demonstration of ProCurve data centre networking technology and Mimecast technical personnel were also invited to the UK-based HP ProCurve demo labs where they were shown the future roadmap of the ProCurve product portfolio.

After fully evaluating the short and long term objectives, Softcat proposed a solution featuring an HP ProCurve 5412zl intelligent switch at the core of each data centre. HP ProCurve 2900 series switches sit at the top of the racks in each data centre performing rack aggregation for all the servers and storage in each rack. These switches are connected back to the core switches via the two single Gigabit ports. Using HP trunking technology this creates a 2 Gigabit resilient high capacity line that reverts back to 1 Gigabit if one of the ports fails, thereby ensuring both high performance and high availability inside the data centre.

HP ProCurve Manager Plus (PCM+) software is used to remotely manage the networks at each site, which makes administration simple and cost effective.

"The reason we recommended HP ProCurve 2900 switches is that they come equipped with 10 Gigabit connectivity," commented Steve Burnley, Networking Business Manager with Softcat. "The HP ProCurve 5412 switch also supports 10 Gigabit and Mimecast is going to be looking at this as the need for bandwidth increases. This solution can easily be retro-fitted for 10 Gigabit without having to purchase all the main equipment again."

Mimecast recognised HP ProCurve as a solid and dependable brand and had the confidence in HP technology as an existing user of HP ProLiant servers. Plus the favourable price:performance ratio and lifetime warranty were further reasons for the decision.

"HP ProCurve is aggressively priced for its specification and quality, up to 30 per cent less expensive than competing products. Cost saving is important to everyone. If we can save money on buying a product without compromising on quality then we can continue to ensure cost effective services" concluded Keith.

This coupled with the HP ProCurve Lifetime Warranty which eliminates unanticipated expenditure and facilitates realistic budgeting, ensures Mimecast have increased reliability and availability, and can confidently fulfil its service level agreements to customers.