THE RADICATI GROUP, INC.

IceWarp – a Flexible Messaging and Collaboration Solution for Enterprises of all Sizes

A whitepaper by The Radicati Group, Inc.
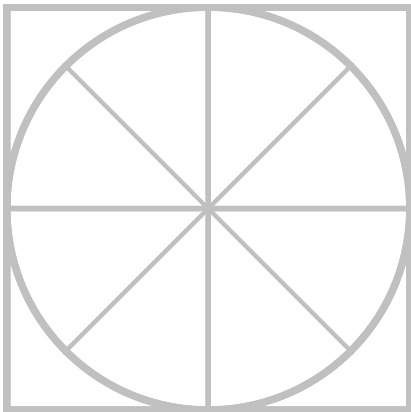
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1.0 MESSAGING AND COLLABORATION MARKET NEEDS

Today, e-mail is the most widely used communication channel in organizations of all sizes. Every year, organizations invest a large part of their IT budgets on messaging systems, in order to make their employees more productive. However, an expensive messaging system doesn't always mean that it is simple to manage, and easy to use.

Fueled by the increasing number of exchanged e-mails, the worldwide messaging market is growing fast. We are projecting that the number of e-mails sent and received per day for the average corporate user will increase from about 167 in 2009, to about 219 by 2013. When looking for a new messaging system, organizations have to make sure that it can accommodate not only current, but also the future volume of messages in an efficient and reliable manner.

In addition to meeting employees' e-mail needs, for mobile and remote users, many organizations are starting to utilize additional channels, such as IM, wireless, and others. Separate deployments of these solutions can be cumbersome to use. On the other hand, full-featured Unified Communications solutions that do integrate these channels together are often too complex to manage and prohibitively expensive for most companies.

In order to allow users to communicate in a reliable and efficient manner, today, a typical organization will need the following capabilities:

- o *Reliable Message Delivery* – the system should be able to process and deliver messages with no delay.

- o *Security Features* – the system should have integrated anti-spam and anti-virus capabilities, and allow users to encrypt their messages to protect sensitive content.

- o *Collaboration Features* – users should be allowed to share calendars, contacts, files, and other documents.

- o *Access from Anywhere* – users should be able to access their messages not only from their desktop, but also via the Web and wireless devices.

o *Ability to Use Other Channels* – to increase productivity, most companies encourage employees to use other channels, in addition to e-mail, such as IM, wireless, and others. An ability to integrate multiple channels together in a simple and reliable way, is becoming an important addition to advanced messaging systems.

o *Affordable and Flexible Pricing* – while many organizations want advanced messaging systems, not all are willing to pay very big premiums for extra features, especially if they need to deploy (and pay for) all of them at once. A moderately priced solution with easy to manage capabilities, which companies can mix and match to fit their needs and budgets, is what most organizations are looking for in a messaging solution today.

This whitepaper introduces IceWarp version 10 – a flexible messaging and collaboration solution thoroughly tested to meet the needs of small to large size enterprises.

2.0 OVERVIEW OF ICEWARP

In business for over 10 years, IceWarp originally began developing a messaging solution primarily targeted at ISPs. Today, it offers a comprehensive messaging and collaboration solution to enterprises of all sizes, from SOHOs to multinational corporations.

Although IceWarp's largest market is North America, it is deployed around the world with over 100,000 customer installations.

Some of IceWarp's unique features that separate it from the competition include the following:

- *One solution, one price, unlimited scalability* – To preserve the quality of its offering, IceWarp doesn't break its solution into separate versions, but rather offers a single package to enterprises of all sizes, at the same affordable price. It can easily accommodate organizations from a few users to hundreds of thousands of users, and multi-million user ISPs.

- *Lightweight* – The solution is capable of supporting up to 300,000 users on a single server.

- *Flexible Design and Architecture* – IceWarp gives companies the option to start by deploying basic messaging functionality, and add additional components later as needed.

- *Affordable* – IceWarp's offerings are considerably less expensive than comparable leading enterprise-class messaging solutions.

- *Easy to Deploy and Manage* – IceWarp's messaging server can be up and running in about 5 minutes. The administration is straight-forward with an intuitive GUI and automated features.

- *IT Support* – the company offers 24x7x365 support for support contract customers, and unlimited e-mail support for all software purchases. In addition, it provides free professional-grade live Web-based training for all customers with access to recorded archives.

3.0 ICEWARP'S KEY FEATURES

IceWarp's servers can operate on both Linux and Windows operating systems. Customers can seamlessly migrate from Windows to Linux and Linux to Windows with 1-click back up and restore operations.

IceWarp offers a modular design, enabling customers to start with a core messaging server, and gradually expand to additional modules/servers, as their company grows, or their needs change.

The key capabilities include the following:

- *Anti-Spam and Anti-Virus Protection* – For spam protection, IceWarp offers a dual system of its own filters, combined with real-time LIVE (Live Identification and Verification Engine) Commtouch technologies. To significantly minimize network traffic, the LIVE filter in the cloud is only used when IceWarp's system needs additional information. For anti-virus protection, it utilizes a fully integrated Avast! engine from Alwil Software for heuristic and signature-based virus detection.

- *IM* – IceWarp provides its own XMPP/Jabber-based IM server for internal communications. Employees can also connect to external IM users via transport gateway

to Jabber, AIM, Google Talk, ICQ, MSN, Yahoo!, and other IM clients. IceWarp's IM client is integrated into the messaging interface for convenient access.

- *GroupWare and Collaboration* – IceWarp GroupWare Server enables users to share address books, calendars, tasks, notes, folders, and journals. Users can specify which applications they want to share, who they want to share them with, and what sharing rights each user can have (i.e. read, write, etc.) The server can be integrated with MS Outlook via Outlook connector, enabling users to access groupware capabilities in Microsoft Outlook, as well as a CalDAV, WebDAV, GroupDAV, and other servers for shared capabilities.

- *Wireless Support* – IceWarp provides a SyncML Server and uses Exchange ActivSync (with technology fully licensed from Microsoft) for over-the-air synchronization of PIM data and push e-mail support. It enables users to get access to e-mail from such wireless devices as Windows Mobile, RIM's Blackberry and the Apple iPhone (out of the box).

- *SMS Support* – IceWarp's SMS Server and Gateway enables users to send and receive SMS messages and bulk text messages, and intelligently route them back to the original sender via a single SMS modem or SMS service, such as Clickatell.

- *VoIP Support* – SIP-based VoIP server enables users to make phone calls using soft phones, wireless Wifi phones, wired Ethernet phones, and dual-mode GSM phones. Employees can use their contact lists in Outlook, WebMail, or IM Client to dial numbers.

- *Security Features* – IceWarp's Secure eMail Server comes with a built-in firewall, and enables users to easily encrypt messages by using a server-side encryption process, which eliminates the need for extra encryption software in the e-mail client. The server uses SSL/TLS 128-bit encryption for all services. Additional security features include password catching protection, denial of service protection, anti-bombing, anti-spoofing, anti-relaying, and intrusion prevention.

- *Attachment Management* – IceWarp offers a SmartAttach feature, which helps companies better manage their system resources, and reduce bandwidth. The attachments are automatically stripped from e-mails, and moved to groupware folders where they are

stored. The recipient(s) can access and download attachments only when they are needed.

- *Basic Archiving* – IceWarp's administrators can manually create rules to specify which messages to keep, and for how long.

- *Advanced Administration Tools* – IceWarp automates many administrative tasks, and sends administrators alerts to warn about any potential problems. The server administration can be performed via local and remote Windows GUI, SSL-secured, and password-protected.

- *Access from Anywhere* – users can access their messages, calendars, and other tasks from the desktop, a web client, or via wireless devices.

- *Active Directory Integration* – for easy management of user access rights, IceWarp integrates with Active Directory.

- *Quick Backup and Restore* – the entire IceWarp enterprise server can be backed up and restored with a click of a button.

4.0 ICEWARP'S BENEFITS FOR COMPANIES OF ALL SIZES

IceWarp offers an enterprise class messaging and collaboration solution that is flexible enough to accommodate enterprises of all sizes.

The core messaging server comes with all the expected security features, plus a few extras that are hard to find without paying a large premium. Besides the double filters for both spam and viruses, messages can be easily encrypted and archived. Messages are archived automatically, enabling companies to comply with government or internal regulations without the expense of purchasing a specialized archiving solution.

In addition to messaging, IceWarp offers a set of collaboration features, from calendar and file sharing to VoIP and IM conversations. The basic Unified Communications features will suit companies looking for efficient communication tools that span a variety of channels, to enable

users get access to messages and collaborate anytime, anywhere. These features are great for companies with employees in multiple locations, mobile and home users.

The support for wireless devices, especially the popular iPhones, is another important feature that is hard to find in many comparable solutions at an affordable price.

For solutions with multiple communication channels, the convenience and ease of use of these channels are paramount, if a company wants these features fully utilized. IceWarp offers just that – all the components are unified and are available for access from a common messaging interface. With a click of a button, users can send an e-mail, IM, SMS, voicemail, or dial a number. The interactive interface makes it fun and easy to collaborate, encouraging communication, and as a result, making users more productive.

On the other hand, IceWarp is also administrator-friendly. Many tasks that may take hours, or sometimes even days, in comparable enterprise-class messaging solutions, only take minutes with IceWarp. Entire enterprise servers can get backed up and restored with a simple click of a button, users can quickly get added or deleted, and with the help of Active Directory integration, assigning user privileges is a simple procedure. In addition, the system runs self-diagnostic tests throughout the day, and if there is a problem, administrators get an automatic alert to investigate the matter.

IceWarp is a truly one-size-fits-all solution. Instead of splitting the solution into multiple versions for companies of all sizes, the developers intentionally preserved one single version, so that all companies can get the benefit of an advanced solution with all the features intact. The virtually unlimited scalability enables it to reach users in all markets, from small companies to large international enterprises, as well as ISPs and ASPs data centers. And with a modular architecture, the solution is also highly flexible to quickly accommodate the changing needs of all organizations.