

IMail Server and WhatsUp Gold deliver a combined solution for service provider VIA NET.WORKS USA

With more than 80,000 business customers spanning across three continents, VIA NET.WORKS USA has become a world-wide leader in the ISP marketplace in a mere four years. The Atlanta-based company offers a complete suite of Internet services including managed hosting services, e-commerce development platforms, rich database servers, and other business IP services.

Providing quality service is at the heart of VIA NET.WORKS USA's business. Quality service practically guarantees that customers are happy and will remain loyal to the company. VIA understands that in order to provide quality service, it needs software tools that are first-rate. This means tools that enhance productivity while reducing costs. Two products that VIA looked at right away to help increase productivity were Ipswitch's IMail Server and WhatsUp Gold.

For its e-mail needs, VIA turned to IMail Server. For almost two years, they have hosted e-mail services for customers using 35 copies of IMail. IMail Server is a Windows-based e-mail server that is the leading choice of many ISPs because of its ease of use, low-cost of ownership, and Web messaging capabilities. IMail Server can boast that it has approximately 13.2 million seats through service providers like VIA.

"We are currently hosting 10,000 domains using IMail," said Kirk Lancaster, marketing director at VIA NET.WORKS USA. "The Web-based interface is a great benefit to our customers who are demanding that they have access to e-mail from wherever they are located. This is especially attractive to customers with mobile work forces."

Lancaster says that IMail Server proved to be a much better solution than what was offered by Microsoft because IMail Server is geared to small to medium-sized businesses, which are typical VIA customers.

VIA has customized IMail so customers can create their own user names and list servers. This has been a



great benefit since it provides customers more control over their e-mail. It also frees VIA's staff from having to administer small housekeeping tasks, and thus focus on higher-level priorities.

Additionally, VIA chose WhatsUp Gold to monitor its network. The company is using WhatsUp Gold as its only network management tool to monitor all its servers and its Microsoft Access database. WhatsUp Gold provides a detailed view of a network, so that network resources can be managed more efficiently. VIA has an intricate synchronous ring-protected network that is connected via high-capacity optical transmission media and co-location routers.

“We saw such great success with IMail that it was a natural move to take a look at other Ipswitch products to see if they could provide additional solutions for our business,” said Lancaster. “WhatsUp Gold has proven to be a great asset in managing our network, particularly because of the diverse locations of our routers.”

The combination of IMail Server and WhatsUp Gold has provided VIA NET.WORKS USA with a great combination of solutions — guaranteeing VIA's customers will always receive the very best service available.
