



## Kass Enterprises delivers on-time with IMail Server upgrade

**Business Challenge:** Lacking the capability to digitally sign their outgoing mail, Kass Enterprises had begun to struggle with delayed or deferred mail delivery from their server. However, the company was so satisfied with their current version of IMail that they found themselves very reluctant to upgrade.

**Outcome:** A painless upgrade to IMail Server v11.01 gives Kass Enterprises the same stability they've come to depend on while eliminating their mail delivery issues entirely.

### The Kass Story

Located in New York City, Kass Enterprises is a software development and IT consulting firm, specifically for the financial services community. As the founder and owner of the company, David Kass is a self-proclaimed "chief paper pusher" for the small 4-person organization. With 10 years of experience in the business, Kass Enterprises delivers efficiency through their product offering and expects the same from their vendors in order to maintain a stable working environment.

Kass Enterprises has been using IMail Server for just under 10 years, almost from the day they began. Upon starting his business, Kass realized that hosting email externally created reliability issues and quickly switched over to IMail Server. For the majority of the last 10 years, the company has been using IMail Server v8.22. "It worked every day. We never had a problem with it. We never even thought about it. That's how reliable it was. 8.22 was the most solid mail server that I [had] ever experienced. And it took a lot to get us off of it."

Last year, Kass and team started having difficulties with delayed mail delivery. "The problem that we ran into was that many mail servers were deferring or delaying mail delivery from our server because we were not digitally signing our outgoing mail." Kass suffered for months like this, delaying any action to solve the problem. "First we wanted to make sure that DKIM was the most accepted protocol and that everyone was going to agree upon it." Kass was also enjoying his current "no-worries" version of IMail and felt reluctant to make a change.



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## The Upgrade to IMail Server v11.01

Finally desperate for a solution, Kass was now ready to upgrade to IMail Server v11.01, which included the DKIM/DomainKeys protocol.

DomainKeys is a domain-level email authentication standard that uses public/private key encryption and DNS to prove the legitimacy and contents of an email message. Similar in functionality, DKIM has an enhanced standard that provides more flexibility and security, exactly the capability that Kass Enterprises needed. The company had found their solution. "It fixed our problem 100%," Kass says.

Kass found the transition to version 11.01 to be virtually painless. "The pre-sales process was great. They walked us through how to implement DKIM and they were exactly right. It was as painless and as accurate as they said it would be and it was great. We were very happy with it." Since the upgrade, Kass reports that they have not had one single deferred email and the system is as stable as ever. With a strong need for a system that they could have a high degree of confidence in, Kass Enterprises is remarkably pleased with IMail Server. "I love it. I mean you can have a mail server up and running in 10 minutes with this thing and it's just great. It has everything that we need. We are extremely happy with it."

