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Avfuel Takes Flight With MDaemon Email Server

More cost-effective solution beats MS Exchange's reliability with less effort

EXECUTIVE SUMMARY

Avfuel Corporation is a global supplier of aviation fuels, systems and services that connects aviation customers of all types. When their Avflight subsidiary encountered reliability and useability issues with MS Exchange, they implemented the MDaemon Email Server with Outlook Connector for Email Hosting. Since then, Avflight has experienced close to 100% uptime year-over-year, and their IT team appreciates MDaemon's ease of use.

CHALLENGES

Located in Ann Arbor, Michigan, Avflight Corporation serves the global aviation industry with a wide range of solutions to support the safe, convenient and timely movement of people and goods. Avflight considers its strength to be its knowledgeable, insightful staff as well as the company's professional protocols that are constantly reviewed and retooled – therefore, using unreliable and inefficient email services goes directly against the high standard of service they expect to provide to their clients.

Avflight has about 850 employees in 23 locations. Their unreliable email provider was MS Exchange.

"Since a majority of Avflight employees are seasonal or part-time, we needed to be able create accounts quickly, which can be cumbersome in Microsoft Exchange," said Sean Huseby, IT Support Specialist at Avfuel Corp. "In addition, since we'd also been having reliability issues with MS Exchange, we were looking for an email service that provides great reliability."

RESULTS

Instead of hosting another MS Exchange server, Avflight chose MDaemon Technologies for its excellent reliability at a much lower cost. Specifically, they implemented MDaemon Email, ActiveSync, and AntiVirus, with the Outlook Connector for Email Hosting.

MDaemon also offers strong email security and encryption functions, email archiving, mobile device management, remote administration, webmail, Instant Messenger, and Exchange migration – all in one download.

"We love the ease of use and functionality compared to Outlook," Sean said. "One of the most convenient features is that you can change the mailbox name of an individual, but the emails that were associated with the previous mailbox name are still associated.

"Also, thanks to the import and export by .csv feature in MDaemon, we have implemented weekly automated account generation," he continued. "Since we no longer have to create accounts manually and generate random passwords for each new account, we can allocate around two hours a week to other tasks."

Avflight also appreciates the documentation and online forums for MDaemon Email, which they have accessed to quickly fine-tune features and solve any issues. For example, Sean says they appreciated the guidance around removing an IP address because the dynamic screening feature had blocked a user that attempted to sign in too many times with the wrong password.

What about the need for increased reliability?

"Since using MDaemon, we've experienced close to 100% uptime year-over-year," Sean said. "This would not be the case if we had decided to stay with our previous solution. Our uptime with that service sat around 99.5%, where our MDaemon uptime is 99.98%."

"Our employees find the web interface very convenient and easy to use. Many of them have also been able to add MDaemon to their smartphone without issue, which is very helpful for a 24-7 business operation that deals with emergency services and government agencies."

SEAN HUSEBY, IT SUPPORT SPECIALIST AT AVFUEL CORP

THE BOTTOM LINE

Better reliability, more ease of use and higher functionality – all at a fraction of the cost of either Office 365 Business Essentials or Microsoft Exchange Standard.

"MDaemon saves us a significant amount of money compared to Microsoft Exchange," Sean said. "MDaemon has been great for us, and I would definitely recommend it to another IT colleague."

MDaemon is one of the most widely used mail servers in the world, trusted by customers in over 90 countries to meet the needs of their small to medium sized businesses. Our reliable and secure mail server does not require expensive administration or impose high per-user costs. It simplifies messaging and collaboration requirements with an intuitive, user-friendly design offering enterprise-class features that can be managed with minimal training and support.

If you're ready to find out exactly what MDaemon can do for your business, give us a call at 817-601-3222, or visit mdaemon.com.