

The Best Email Solution for Edgar County, Without a Doubt

MDaemon provides the email orchestra that backs up this “one-man band”



EXECUTIVE SUMMARY

In 2010, the 125 employees of Edgar County, Illinois -- and their hard-working IT director -- needed a robust, well-integrated email solution that accommodated all the security and regulatory needs of county government. It was critical that the solution also be cost-effective and a breeze to use. Cost/benefit analysis left no doubt that MDaemon was the best solution for their needs.

CHALLENGES

Ross Carrell joined Edgar County in 2010 as not only their first director of IT, but their entire IT department.

“I’m a ‘one-man band’ supporting a small county government in the middle of nowhere,” he said. “And we needed a much more robust email solution than was being provided by a local ISP.”

The county’s email system handles 15 departments with just over 100 email addresses and a handful of lists. They were struggling to deal with storage limitations, the lack of integrated features like calendars, and the challenge of meeting all of the regulatory needs of government. They also needed a more rigorous antivirus/spam filtering solution than the general or non-existent options available locally.

“These issues, along with the lack of archiving capabilities, were leaving the county open to any number of legal and logistical issues,” Ross said. “Relying on local email client software was a huge time sink for both support and staff. Transferring email data as new machines were deployed required more time than it was worth.”

When it came to selecting a new solution, industry standards like Office365 weren’t even on the radar due to their overall expense and their cloud-based storage model. An internal Exchange server was well beyond Ross’s willingness to implement due to the per-seat cost and the overall expense of building the proper infrastructure.

However, Ross had previously worked with another local ISP who used MDaemon as their solution of choice for customer email. “I decided if it worked for thousands of dial-up users, it’d be worth a shot for Edgar County,” he said.

RESULTS

Ross crunched the numbers and established that MDAemon was undoubtedly the best product for their needs.

"Even with the AntiVirus package, the annual cost is under \$1,000 a year," he said. "Best of all, I have complete access to every aspect of our environment so I can migrate to new servers myself and know that it's getting done correctly and securely."

Ross was responsible for training users to use MDAemon's webmail interface instead of relying on the "hodge-podge" of desktop software the county had used before.

"It's a largely older workforce, so there was a lot of training and hand-holding to get users past the change in their routines," he said. "Now it's a seamless daily operation for them to access their mail. Installing the IMClient smoothed over a lot of worries as it allows a double-click and open option that eliminates remembering a password."

As the system administrator, Ross appreciates the information and control MDAemon provides. For the county to host its own email server has simplified the process of troubleshooting the email delivery issues that an ISP often fails to prioritize. He also appreciates the options for shared mailboxes and internal mailing lists.

So what does he like best about MDAemon?

"It doesn't try to be all things in one massive package," he said. "It does what it needs to do, and you can tweak as needed; you can invest in all the bells and whistles or just use plain old email. It works on all our devices and doesn't miss a beat. And I rest easier because I know it's archiving and backing up. I've even started to explore fail-over/high availability functionality as we consider upgrading our servers again."

THE BOTTOM LINE

When it comes to summarizing the relationship between MDAemon and Edgar County, we couldn't do better than Ross:

"Thanks to governmental regulations, without MDAemon we would probably have ended up with each county department trying to budget for Office365/Exchange Online and paying massive 'Micro\$oft' taxes every year. I can't imagine how the larger counties in our area cover those expenses," he said. "I recommend MDAemon to every agency I interact with, mainly due to the per-user cost savings, and I will continue to mention MDAemon to other IT professionals looking for a stable and secure platform for email."

If you're one of those IT professionals, or if your small to mid-sized business needs a stable, secure and cost-effective email solution, give MDAemon Technologies a call at 817-601-3222, or visit mdaemon.com.



"Our cost per user per year is dramatically lower than most of the other agencies in our area, and the service we receive is definitely more reliable overall. Not having to rely on a third party to manage our email settings and servers is also a big time and expense saver."

**ROSS CARRELL, DIRECTOR OF IT,
EDGAR COUNTY, ILLINOIS**