

# MDaemon Makes Email Security Easy for Government Office

Trusted Alternative to Microsoft Exchange/365 Saves Time and Money



## EXECUTIVE SUMMARY

Erath County in Texas covers 1,090 square miles and is home to 42,600 residents. IT Director Colby Reynolds is the county's only information technology employee who single-handedly supports 200 employees across ten facilities, including the county courthouse, sheriff's office, jail, probation offices, and volunteer fire and rescue.

When it comes to email services, Erath County has all it needs – reliable protection, easy administration, and a minimal hit to the budget's bottom line. Here's how the MDaemon Email Server has become a trusted solution.

## CHALLENGES

Colby supports users in offices all over the county and like many one person IT departments, he doesn't have enough hours in the day to physically tend to each facility, let alone each user.

"I've got to keep tight control over our email," he said. "It's got to be secure because of all the sensitive information we handle – but this is a government office so we also need to keep costs low."

Having an email solution that doesn't consume his time is equally important. Not only does Colby need something that's simple to manage and administer, but his users need something intuitive that doesn't cause him to receive a lot of support requests.

"Some departments have high turnover rates so we constantly need to update directories and add and remove users," he said. "At the same time, lots of our users aren't necessarily tech savvy, so the system needs to work easily without causing issues."

Finally, because this is a government office, Colby needs trusted security over sensitive information – and the county can't sacrifice any of these needs just to get a lower cost.

## RESULTS

Since its installation more than 10 years ago, Colby – and Erath County employees as a whole – have gained a lot of benefits from MDAemon Technologies' email and collaboration software, which has turned out to be the perfect solution for their needs.

### **An Affordable Alternative to Microsoft**

Employees really like the ease of use in MDAemon's intuitive webmail and integrated Instant Messaging – and Colby likes it because they can easily operate their email accounts with very little help from IT.

"MDaemon's webmail provides a number of easy-to-use features and solid performance at preventing spam. It's clean design operates the same as most free webmail services, and there is practically zero learning curve," he said. "Users who prefer Microsoft Outlook can still use that application with MDAemon, so they're up and running in no time."

### **Critical Mobile Access**

Colby also appreciates MDAemon's integrated mobile device management features to support the growing mobile needs of his users. It enables him to set needed security policies to protect user data and devices.

"In the past year, the growing mobile access across various departments has become a must have," Colby said emphatically. "With MDAemon's flexible mobility features, employees have access to the same information everywhere they go -- office and cell numbers, along with personal and shared office calendars. This saves them a tremendous amount of time and also eliminates outdated or duplicated contact information."

### **Easy Administration Saves Time and Money**

On the topic of IT administration, Colby appreciates that MDAemon's server management is straightforward and easy to configure, saving him time as the sole IT support for the county. He also appreciates the continuous email security and feature updates to keep the county users protected and productive. Then there's the win of the overall cost.

"The county would've spent a much larger amount of money and time on Microsoft Exchange or O365 over the same period of time versus what we are paying for MDAemon," he said. "Like many government organizations, we have to be budget conscious without compromising performance and security."

## CLOSING

Colby offers this observation of Erath County's experience to share with his peers who are considering their options for Microsoft Exchange: "MDaemon Technologies offers excellent support, the software is extremely easy to manage, and the overall cost is hard to beat."

Government offices aren't the only organizations that are benefiting from MDAemon Technologies' trusted reputation for reliable and affordable email and email security products. To learn more about how MDAemon Technologies can support the needs of your business, give us a call at 817-601-3222 Option 3, or visit us at [mdaemon.com](http://mdaemon.com).



"Erath County is saving a lot of money and I'm saving a lot of time by using the MDAemon Email Server. The annual cost per user is so reasonable that the county is able to put additional money towards other needed projects."

**COLBY REYNOLDS,  
ERATH COUNTY IT DIRECTOR**