



AberdeenGroup

Mirapoint's Approach to
Messaging Brings High
Value to Cost Efficiency

An Executive White Paper

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Preface

Today's tough economic climate has prompted businesses of all sizes to seek a neat trick from their information technology (IT). The new alchemy has been to spend sparingly while creating higher productivity across organizations and processes. So far, this strategy has been largely successful. At a time when businesses struggle to grow, U.S. government tracking of aggregate productivity across the economy shows a highly unusual and significant boost. Within companies, universities, service providers, and government agencies, the benefits from IT investments continue to greatly appreciate, even while IT spending budgets may not.

The ability to do more with less has to be, in no small part, attributed to the implementation of high-value IT solutions. Leading economists—including Alan Greenspan, the chairman of the U.S. Federal Reserve—point to IT and the exploitation of the Internet as key reasons for the brisk productivity growth. Not all technology investments, however, share equally in this glow of value, as many telecommunications equipment suppliers can attest. So where is the “best bang for the buck” in IT spending as the investment climate picks up? In the popular lexicon of the day, where's the highest return on investment (ROI) for new spending?

When it comes to the productive application of IT, it's hard to find a rival to the power of e-mail. Indeed, messaging has been the proving ground for Metcalfe's Law, which states that networks rapaciously increase in value in proportion to the numbers of users that use them. E-mail remains among the top uses—the “killer application”—of wide area networks like the Internet.

Clearly, secure electronic messaging and associated file sharing are deeply ingrained into the global business methodology. Why? Because when processes, people, and messaging applications are properly aligned, they automate economic engines of growth and profit. Indeed, estimates hold that one-third of all of the world's business documents are now shared electronically, many of them via e-mail. In many industries, such as financial services and health care, new governmental regulations now mandate the expansion of messaging services to include archiving and privacy management as well.

Moreover, there is no turning back. For the foreseeable future, almost all large organizations are compelled to provide uninterrupted messaging services—in many cases, for “free.” For service providers and large organizations, such as universities, end-users have come to expect uninterrupted, virus-free messaging service levels for next to no direct cost, requiring administrators to seek the lowest overhead for reliable e-mail service.

The bottom line is that wise implementation of a best-of-breed messaging infrastructure advances productivity and leverages past investments in network infrastructure, security solutions, PCs, and the Internet. Modern messaging systems

must reduce costs *and* positively impact productivity. That is why recent research shows that organizations are now seeking a new set of criteria by which to judge the efficacy of their ongoing messaging systems investments.

This Aberdeen *Executive White Paper*, the research for which was done in collaboration with Mirapoint, Inc., describes the importance in seeking high value and cost efficiency from messaging solutions. In presenting profiles of Mirapoint, its products, and customers, this *White Paper* examines how cost, ROI, performance, and deployment efficiency play major roles in how enterprise and service providers determine their messaging systems goals. The results and analysis in this paper are products of Aberdeen.

New Definition of 'Best of Breed' Messaging

Given that reliable, secure e-mail systems are essential and that consistently delivering messaging services must be done on a tight budget, how should administrators keep end-users *and* their budget directors happy? Recent research by Aberdeen into the concerns of e-mail users and administrators helps answer such questions and lends credence to the most up-to-date definition of what constitutes "best-of-breed" messaging infrastructure.

Aberdeen broadly defines this "best" level of messaging performance by the mandatory inclusion of the following:

- Guaranteed service delivery and reliability
- High barriers to security breaches
- Ability to swiftly consolidate messaging servers
- High end-user productivity
- Low total cost of ownership (TCO) and swift ROI

Respondents to Aberdeen's surveys have pushed the envelope on what they expect of their next-generation e-mail systems. These findings also underscore the shortcomings of older e-mail systems, which include high management and maintenance costs, platform complexity, migration headaches, ongoing security patch management, and limits of scalability. For example, administrators cite the following as their latest concerns:

- Unpredictable e-mail outages and slowdowns because of e-mail servers that do not scale
- Costs and end-user frustration from e-mail in-boxes with draconian storage limits
- Expense of server and platform management overhead
- Spiraling overall storage costs

- Inflated IT budgets caused by near-constant messaging system migrations and security patches

Administrators also report a growing, general unease about e-mail security, intellectual property protection, regulatory policy issues, and the legal ramifications of the misuse of e-mail. More specifically, they cite the following detrimental effects of lackluster e-mail systems:

- Lost productivity and escalating costs from virus attacks
- Poor work results from failed and incomplete searches against non-unified communications repositories and the inability to locate key files and data
- Costly and complicated licensing schemes and unpredictable changes from groupware suppliers
- A sense of being coerced into complex migrations to different underlying systems

Organizations report that issues of security, in particular, have also added to the TCO of such "old world" e-mail systems as Microsoft Exchange, not only in lost time and resources caused by system hiccups, but also in the need to deploy and administer updated antivirus systems across thousands of clients.

Cost Concerns: Why is TCO for Legacy Messaging Increasing?

Regarding issues of scale, cost, security, and storage limits, administrators have suffered the dual disadvantage of ongoing and hard-to-predict costs with older systems — such as Microsoft Exchange 5.5 — *and* the substantial up-front costs of migrating to new systems, such as Microsoft Exchange 2000. However, Microsoft is now telling its customers to prepare for re-architecture — again.

In addition to undergoing significant change and expense in Exchange 5.5 and Exchange 2000 migration efforts, Microsoft users will go through another major change when the next substantial release of Exchange is issued, in about two years. According to the current road map, this release will include an entirely new message store based on Microsoft SQL Server and XML (eXtensible Markup Language) technologies.

When all of the factors in such a massive movement are considered, the TCO of Exchange Server on both an individual user license and TCO basis will surely increase. This rise in TCO comes as access license price alone plays a fractional role in the total cost of deploying and operating a messaging system. Consequently, administrators often cite the rising costs associated with Microsoft messaging solutions as a benchmark against which to compare as the high mark for total cost.

In fact, industry studies currently estimate that the cost of Exchange Server ranges from \$12 to \$18 per user, per month, when a wide variety of cost factors are taken into account — especially the administration of many distributed servers. For ex-

ample, in 2002, a large financial services firm based in New York used approximately 800 Microsoft Exchange servers to support 84,000 employees at a cost of \$12.5/user/month in software license renewal and support costs only. The cost of a total system and overall data migration activities, when added to this cost, will surely cause the cost-per-user to approach and exceed \$20 per seat for at least several calendar quarters, according to Aberdeen analysis and the reports of users.

Ironically, a chief reason for Exchange users to undergo the costly and often disruptive migration to Exchange 2000 is to consolidate the number of messaging servers — i.e., to reduce the cost and complexity of their existing Exchange deployments. Such consolidation comes at a high cost, however, because Exchange Server consolidation has been and will be an ongoing, years-long process, and not a quick and easily attainable destination.

To be fair, administrators also point to the costs associated with general-purpose Unix-based systems — especially the high overhead associated with maintaining security, clusters, orchestrating disparate log-on processes, and optimizing platforms with software servers. Bringing additional features to such systems is difficult and costly because both the underlying operating system platform and the messaging servers need to be addressed. Organizations report that the costs associated with further building out and maintaining a legacy Unix and open-source Sendmail system are often larger than the costs associated with implementing a next-generation, optimized e-mail solution.

As a result, providing bulletproof messaging has become a catch-22 for administrators: Stay put and pay more — or migrate and pay more, too. Aberdeen research shows that many administrators are growing leery of these choices; they expect their messaging costs — as with most IT costs — to decrease, not increase, over time. Furthermore, there is little time for sorting out the complex scenarios inherent in the messaging upgrade carnival.

That is because the number of daily e-mails created and sent continues to skyrocket. The average size of messages is rising, often because of mission critical attachments. Even on stable systems, storage, backup, and archiving costs are increasing rapidly. This is not only the case in mature markets, but especially in the remaining emerging global markets that are enjoying the fruits of pervasive and affordable standardized networks

Different Strokes for Different Folks

General types of large organizations that seek best-of-breed messaging — e.g., various service providers, enterprises, universities, and governments — have widely different pressures on them. Current Aberdeen research highlights how next-generation messaging platforms with low TCO must strive to accommodate these disparate needs.

Communications Service Providers

For example, the overall rising costs of legacy or groupware-based messaging are especially hard to digest for service providers, hosting organizations, or mobile carriers because the perception from end-users has been that messaging services are “free” as part of larger connectivity or service packages. And the ability for such service providers to increase their general service agreement prices has been muted due to high competition. It is not surprising that the vast majority of these organizations have shied away from Microsoft Exchange or IBM's Lotus Domino solutions, mostly in favor of “home grown,” general Unix or Linux systems that run open-source Sendmail e-mail engines.

There are other cost imperatives that can make or break a service provider's bottom line. Service providers must act very quickly to stamp-out spam and e-mail-borne viruses. That's because handling unnecessary e-mail and suffering debilitating attacks devastates a service providers' cost efficiency and cripples their ability to provide uninterrupted service. Consequently, anti-spam and anti-virus services that integrate well into their messaging servers at a low cost are “must-have” options for service providers.

Data Centers for Hosting

Hosting organizations, in particular, are also seeking ways to better manage specific e-mail services and domains — and to bill specifically for them — to provide packages of services to small and midsize businesses. These organizations also seek to flexibly add messaging resources as demand increases, without added disruption or high cost. In a nutshell, these hosting organizations need to view their e-mail systems as an integrated business platform, as a way to *make* money, not just to save it.

Enterprises

For another group — enterprises — boosting end-user productivity and offering efficient service levels to different types of users is a growing common request. A class of end-user may demand a Lotus Domino or Microsoft Exchange feature set at high cost but, in most cases, a sizable class of other users do not. For them, POP, IMAP, and browser-accessed Web mail options give them the lion's share of the functions they need, at far lower cost than a full groupware package.

Enterprises, then, can experience swifter ROI and lower TCO by providing the right messaging solution to the right types of users, rather than choosing a one-expensive-size-fits-all approach. Research indicates that enterprises are also seeking better control over what flows through their e-mail systems, in order to set and enforce policies to protect against liability, regulatory imperatives, and intellectual property protection.

Universities and Government

For organizations such as universities and government agencies, a growing concern is the preservation of network assets, to optimize services to keep infrastructure costs from spiraling out of control. They seek low overhead and management efficiencies to allow fewer administrators to orchestrate many tens of thousands of users centrally. And, like enterprises, they seek robust policing of the use of their systems.

In summary, recent Aberdeen research shows that messaging systems decision-makers want a mission-critical-caliber messaging platform that costs less to deploy and operates at an increasing scale, performs on fewer machines, and offers the ability to predict their ongoing costs. They also seek a system that supports the particular implementation and deployments at their specific organizations and addresses their specific business imperatives. All of these concerns need to be addressed in order for messaging systems to gain the confidence of administrators and to be considered "best-of-breed."

Aligning Administrator Needs with an Optimized Solution Approach

Overall, messaging administrators say that they demand a balance between technical prowess and economic efficiency for their next-generation systems. To determine the desired mix of system requirements and, therefore, the best current messaging product definitions, Aberdeen research recently discovered a shift from past priorities for messaging administrators, one that now favors dependability and simplicity over full-feature concerns.

The optimal messaging solution should now provide, in order of highest priority to lower priority, for the following:

- Security and reliability
- Ease of resource management to reduce operating costs
- A productive balance of features without underused "bells and whistles"
- Flexibility to work with existing systems and directories
- Integration with various communications modes
- Zero disruptions for updates, patches, and migrations
- Increased end-user productivity

Other value propositions that administrators are seeking include the following (not in any weighted order):

- Consolidating e-mail servers and file servers, thereby cutting costs
- Gaining predictability over when scalability limits will be reached
- Avoiding low mandatory limits mailbox size limitations and numbers of domains

- Reducing deployment complexity

These demands fit well with the unique approach to messaging that Mirapoint, Inc., of Sunnyvale, CA, has delivered to the market. When Mirapoint was founded in 1997, it took as a core premise that conventional messaging — groupware, legacy, or Unix-based open-source systems — is too difficult and expensive to operate reliably and securely at a high scale.

Mirapoint's approach recognizes that the demands on modern e-mail servers and routers are so severe that optimizing the hardware and software into a package specifically designed for e-mail infrastructure use makes the most sense.

Mirapoint's application-specific server architecture is based on the idea of a single-purpose server that does one thing: managing the sending and receiving of e-mail.

The platform provides customers with integrated hardware, software, operating system (a locked-down Unix-based kernel), and a tight link to several popular storage options, such as SAN (storage area network) or NAS (network attached storage) solutions. This architected optimization approach offers reliable and high-performance messaging, in effect bringing high value to total cost efficiency.

Mirapoint messaging systems are also based on open Internet standards and provide well-defined interfaces for integrating Mirapoint with other applications.

Efficiency Lends Itself to a Tidy, Outsourced Business Model

Current users say that the integrated hardware and software systems — with the runtime, hardware, processing, message store, and directory functionality optimized for each other — provide strong performance and rapid deployment. That allows service providers, for example, to sell messaging services easily and sets the stage for up-selling their clients to additional communications services, such as spam filtering and anti-virus protection, as well as to mobile access and Web mail options.

Mirapoint's approach enables the profitable selling of self-branded e-mail services to small and midsize businesses — with more than 100 Web mail business domains and tens of thousands of end-users on a single Mirapoint server, according to Mike Booher, systems engineering manager at IQuest, an Internet service provider (ISP) in Indianapolis.

“Our first Mirapoint box paid for itself at least six fold, and when we reach capacity we just add more boxes,” said Booher. “If we weren't making money with those boxes, we wouldn't have bought more of them.”

IQuest not only sells Mirapoint-based messaging services to businesses, it wholesales them to other service providers, which then resell them to home-based, dial-up subscribers. Consequently, the Mirapoint model gives IQuest the means to meet the needs of varied constituents up and down the messaging services value chain, and for itself to make a tidy profit as a flexible host organization.

Such business-oriented reselling of messaging at a profit requires that the support, provisioning, and billing of more users can be accomplished simply by adding another Mirapoint server with minimal integration or redesign required, according to users surveyed. The integration of directory and messaging into a platform also eases migration and provisioning of end-users, and accounts for different out-sourced environments. As more users sign up for more services, the directory automates delegation and provisioning, and it helps guarantee quality of service regardless of the hosting scenario. Complexity is hidden from users: They need only interface through the standards-based client of their choice, such as Microsoft Outlook or a Web browser, and easily update their own directory profile for any account activities, which significantly reduces costs for client support, account activation, feature orders, or service adjustments.

All in the Family

The multitier Mirapoint platform currently consists of several key components, the Mirapoint Message Server™, the Mirapoint Message Director™, and the Mirapoint Directory Server™. The family also supports personal and group calendaring, short message service (SMS) and multimedia message service (MMS) integration, effective search, portal and unified communications integration, address book, and to-do list services.

The Mirapoint Message Server specifically provides self-contained, Internet standards-based message routing, storage, and multimode client access. Message Director specifically provides SMTP message routing for any Internet messaging environment. It supports millions of e-mail messages per day, while also providing protection from mail-borne viruses and spam. Mirapoint Message Director further offers management and customization tools for organizing message traffic, enforcement of policies, and for providing mobile access services.

Lastly, Mirapoint Directory Server, a Lightweight Directory Access Protocol (LDAP)-based meta-directory server, complements the messaging products by supporting millions of entries, simplifying the creation, use, and integration of LDAP directories as a common database for user information across all messaging-based applications. By enabling subscriber-centric features such as single sign-on, metered usage, integrated billing, and transferable identity management, Mirapoint's directory manages the "up-sell" of communications services into "sticky" personalized applications that can increase billable usage, boost mobile access minutes, and help grow profits for various providers. In summary, the integrated directory and Message Director combo creates a platform for user management, policy-driven classes of service, and quality-of-service guarantees.

The Mirapoint family of integrated and optimized components offers open standards support to enable integration with many other systems, which allows for co-existence, consolidation, and migration from existing point solutions. Conse-

quently, organizations can fill holes within their existing offerings and/or platform and then consolidate or migrate their e-mail applications to the broader Mirapoint platform over time, thus decreasing total costs and allowing for higher overall quality of service at the pace the administrator deems best. Application programming interfaces (APIs) to third-party billing and provisioning systems are also supported. According to users, this support makes adapting a platform approach less disruptive than a rip-and-replace approach.

User Productivity Gains a Mobile Edge

Mirapoint's Web browser client access and mobile access options bring best-of-breed messaging to more users who are not necessarily tied to their desktop PCs or who may only have periodic access to Internet kiosks. The Web browser-based access delivers e-mail, calendar, and contacts to any user with an Internet connection, e.g., roving users within an organization and mobile users away from the home or office.

Through the Web-mail interface, user productivity is maintained by allowing users to have access to their address book, which is stored on the Mirapoint server, as well as personal calendaring, multiple mailboxes, and message filtering capabilities. Managing e-mail account settings — such as new e-mail name, password, signature, vacation message, and mail forwarding, etc. — is also possible via Web access.

User productivity — and, hence, lower TCO — for the Mirapoint solutions is augmented by the recent addition of a virus filtering system that recognizes and traps e-mail viruses sent through the Mirapoint system. The Mirapoint solution also includes user-customizable filters to protect against spam attacks.

Clearly, many users now require such functionality in their best-of-breed messaging designation, given the pervasive increase in spam attacks. “We like the central virus control; it nips problems in the bud. The system stays clean within the entire university community [of 70,000 users],” said Michael Edelman, applications project leader with the Wayne State University division of computing and information technology in Detroit. “And we're now beta-testing the Mirapoint spam control.”

Mirapoint's messaging system also provides wireless capability for devices such as cell phones and wireless personal digital assistants (PDAs) through support of the Wireless Application Protocol (WAP), with additional inroads to use SMS and MMS. In the case of Wayne State University, students, faculty, or staff with Web-enabled cell phones or other WAP-compliant devices will be able to access their e-mail accounts remotely.

Consolidation Begets a Reduction in Administration Staff

Mirapoint's definition of best-of-breed functionality, in combination with its architectural flexibility, gives businesses and providers the means to accomplish what

they have been asking for: the simplification and consolidation of systems that reduce operating costs while maintaining a high quality of service.

For cost-conscious organizations, consolidation has a strategic payoff that exceeds the initial operational and cost benefits, by enabling wider integration as a precursor to extensible organizations and the assembly of agile value chains. Aberdeen research concludes that as organizations grapple with chronic server sprawl, consolidation aligns the internal IT infrastructure to an organization's operations and business imperatives.

Messaging server consolidation, in particular, offers the following payoffs:

- Reduced TCO
- Better application performance
- Data visibility and customer analytics
- Better security via centralized controls
- Higher application availability and reliability
- Centralized backup, archive, and disaster recovery
- Broader enterprise integration for greater business process flexibility and agility

According to Aberdeen analysis, the TCO for such a consolidated platform approach to messaging will quickly prove itself to be administratively advantageous over lower-scaling, non-optimized solutions. That is because of the need for less hardware and the opportunity for centralized administration over services. Lower TCO is achieved via operational simplicity, which results from sharing optimized infrastructure components.

Making the Case for Swift ROI

Technology suppliers must provide financial justification for their products and services. For many messaging suppliers, communicating the impact of operating costs after product acquisitions is a difficult activity. Also, many messaging technology suppliers find it difficult to communicate the benefits — tangible and intangible — of their products. As a result, the acquisition of important messaging systems is often stalled while waiting for financial approval.


To properly measure ROI and TCO for messaging systems, a number of factors need to be considered beyond licensing and acquisition costs — factors such as the cost of ongoing system management and administration; the benefits of improved user productivity, lower migration-oriented downtime, integrated directory services, and desired anti-spam and anti-virus protection; as well as the level of support demanded by third-party suppliers and systems integrators.

For buyers of Mirapoint's systems, lower TCO and a swift recovery of start-up costs has been a source of ongoing satisfaction. An informal survey of buyers shows that lowering the costs of administration ranks highest among the economic benefits of deploying Mirapoint. In some cases, administrators point to initial lower server costs for some Mirapoint competitors; however, in as little as six months, the total cost structure places Mirapoint as a primary cost justifier.

With Mirapoint, the one-time start-up cost was higher. However, the difference was a fraction of just one e-mail administrator's salary. "That's where the savings is, in the administration," said a systems architect at a large Chicago-area university, which is currently moving 40,000 users to Mirapoint servers. The first migration of 10,000 active users took three weeks.

Service providers also report that the simplicity of the Mirapoint approach benefits them on cost, business, and technology bases. Because Mirapoint's messaging solutions arrive in a comprehensive package, generally one vendor needs to be sought when support is needed. For example, at Princeton, NJ-based service provider RCN, the previous e-mail system required the support from separate hardware, database, and software vendors. "That usually meant finger-pointing when it came to solving problems," said Chris Walsh, RCN's senior director of Internet systems planning.

Table 1: Service Provider ROI Summary



- ROI on Mirapoint investment = <6 months
- \$3M+ cash positive in Year 1
- \$11M+ cash positive in Year 2
- Future opportunity to increase revenues through value-added services

Year	1	2	3
Subscribers (Estimated 11K/month growth)	300,000	432,000	564,000
Revenue (Estimated \$20/subscriber per year for e-mail)	\$6,000,000	\$8,640,000	\$11,280,000
Expenses (Includes all hardware, software and storage acquisition costs plus PS and Support costs)	\$2,882,944	\$659,175	\$659,175 (estimated)
Cash Flow (Cumulative)	+\$3,117,056	+\$11,097,881	+\$21,718,706

Source: Aberdeen Group/Mirapoint, January 2003

RCN recently opted to replace an Openwave Systems messaging deployment with Mirapoint for 750,000 POP and Web-based mailboxes that were distributed among dial-up and high-speed cable modem users throughout the mid-Atlantic region of the U.S. "Mirapoint does not require heavy-duty backend databases. We used to need heavy-duty hardware, too. With the Mirapoint model, the run cost was cut because Mirapoint will support the entire solution — without us having to talk to everyone else," said Walsh. "We were impressed with how much less it cost with Mirapoint when spread over five years. We will end up saving a couple of million dollars over next few years."

In another example, a large service provider in the U.S., which preferred to remain anonymous, discovered a significant ROI from switching to Mirapoint solutions (Table 1, page 11). In this case, costs decreased and flattened out even as the numbers of paying users — and, hence, revenues — increased significantly. The bottom line is a growing profit margin that made the ROI for Mirapoint swift and meaningful.

At Illinois Tool Works, Inc. (ITW), in Glenview, IL, a group of e-mail users accessed their messaging through a hosted provider for \$12.50 per user per month. That was their TCO, said Marc Palano, IT director with Prescient Development Inc. (Schaumburg, IL), a Mirapoint reseller working with ITW, a decentralized, global manufacturing and components development conglomerate with 52,000 employees.

"We lower that TCO to somewhere near \$3 to \$4 per user, per month, even with on-premises deployment" said Palano. "We're saving a boatload of money. [The Mirapoint deployment] will pay for its equipment in the first six months, and then it's an ongoing saver. It was a no-brainer. That ROI saves money, so that ITW did not have to lay off more people."

Back at Wayne State University, the ongoing administration costs were also the determining factor for general high satisfaction. For such a large community, the huge volume of users also lowers the TCO to well under \$10 per user per *year*:

"The advantage came in support costs. It costs so much less to do Mirapoint because one person can manage a system with 70,000 users. The overhead and cost for that one person is \$100,000," said Edelman. Wayne State is operating Mirapoint at a TCO of between \$0.35 and \$0.50 per user per month, depending on storage usage, according to Edelman. "It's a really excellent ROI," he said.

Traditional messaging solutions based on general-purpose components typically require significant technical resources and many weeks for smooth-running deployment. Current users say Mirapoint's optimized messaging systems are often up and running in days, which augments the total cost savings and leads more quickly to lower administrative overhead benefits.

Aberdeen Conclusions

Messaging remains core; it is a basic business imperative. As messaging gains in criticality for organizations to function properly, more attention will naturally be focused on e-mail infrastructure and the underlying architectural efficiency of e-mail systems.

However, costs for messaging remain high, largely because of the complexity of expanding or moving from legacy, open source, and the platform-framework-groupware systems, such as Microsoft Exchange and Lotus Domino. Administration overhead to manage and cajole scads of these distributed and patch-hungry e-mail servers also racks up total costs. Aberdeen research has determined what messaging executives want from their messaging systems suppliers: They want their business concerns met with a balanced set of collaboration functions, at the best price, with ease of administration, baked-in security, and with trusted reliability. They also want a flexible and clear path to future benefits with zero disruption in the process of expansion or migration, and a clear path to ever-higher levels of messaging security.

Mirapoint has set its sights on offering a contemporary alternative to the bloat and expense of groupware, as well as producing a functionally superior alternative (at less cost) to the software-only service provider-oriented e-mail products.

Mirapoint's current offering is a multi-service messaging platform that balances the need for best-of-breed features with an optimized software-hardware foundation for swift deployment and a decreasing TCO.

Based on Aberdeen's research into customer needs, which was conducted in collaboration with Mirapoint, the Mirapoint messaging family helps define the current best-of-breed approach to large-scale messaging based on the latest buyers' chief concerns. Aberdeen research shows that service provider, university, and enterprise customers are seeking a messaging solution that aligns very well with what Mirapoint offers.

Large organizations that seek to migrate or change messaging systems now would do well to evaluate the Mirapoint approach before opening their wallets with little visibility into the ongoing total cost that groupware vendors will demand of them over the next three to five years.

To provide us with your feedback on this research, please go to www.aberdeen.com/feedback.

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Based on a comprehensive analytical framework, Aberdeen provides fresh insights into the future of computing and networking and the implications for users and the industry.

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