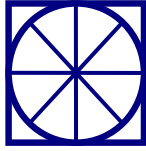


# *The Messaging Technology Report*



## **In-Depth, Objective Analysis of the Messaging Industry**

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### **FOCUS: AN ANALYSIS OF MIRAPOINT'S MESSAGING AND SECURITY SOLUTIONS**

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### **INTRODUCTION**

Faced with an unending deluge of spam, viruses and other malicious content, most businesses today have deployed a number of complex and costly security and messaging solutions. Mirapoint addresses these concerns with comprehensive, purpose built, turnkey systems, designed to protect data networks while delivering robust messaging functionality. This month's issue of the Messaging Technology Report looks at Mirapoint, and the company's appliance-based security and messaging strategy.

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## I. EXECUTIVE SUMMARY

Mirapoint provides solutions for corporations and service providers burdened by looming security threats, and the numerous point solutions designed to protect data networks.

Unlike most server-based solutions, Mirapoint's systems are designed from the ground-up with specialized hardware and software. Enclosed in rack-mountable cases, these solutions are easy to deploy, and enable customers to quickly scale by adding additional systems.

There are two primary offerings in Mirapoint's product portfolio:

- **RazorGate**, the company's security appliances, sit at the network perimeter, stopping e-mail-specific attacks before they enter internal networks. A single RazorGate appliance includes anti-spam, anti-virus, SMTP connection management features, as well as intrusion prevention and protection from directory harvests and password attacks. The integrated nature of the RazorGate appliance allows IT administrators to better address interwoven security threats, as well as consolidate several point security solutions in an easy-to-manage appliance.
- **Message Server**, Mirapoint's robust messaging server, is a highly scalable and reliable e-mail platform designed for service providers and corporations of all sizes. Message Server enables a host of e-mail and collaboration applications combined with mobility features such as web and wireless access. The company also offers **Directory Server**, a robust appliance-based directory server designed to complement the Message Server and provide a central point of user and system administration, as well as standard directory services.

Mirapoint's systems present an attractive alternative to traditional security and messaging systems. The company's turnkey approach reduces the acquisition, maintenance, upgrade and administration costs typically associated with separate security and messaging products.

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## II. COMPANY OVERVIEW & STRATEGY

Founded in 1997, Mirapoint's messaging and security strategy focuses on purpose-built appliances, which provide vast functionality in a single, tightly integrated, turnkey package.

Mirapoint's customers include *Alex Lee, Cisco, Ford Motor Company, Illinois Tool Works, Network Solutions, Research In Motion, ST Microelectronics, Temple University, THUS, University of Georgia*, among many others. Most of Mirapoint's sales are generated in North America. Europe and Asia/Pacific regions are also key markets for the company.

Mirapoint's Message Server and RazorGate product lines provide a complete, end-to-end set of solutions for the e-mail and/or security needs of a broad range of customers. Deployments of Message Server and RazorGate are simplified, since all software is pre-installed and pre-configured, and hardware is enclosed in a single rack mountable case. Each Mirapoint system features redundant hardware components, such as power supplies and fans.

Several systems can be clustered together and managed through a single interface. The administrative console is available through a centralized web-based interface, vastly improving the effectiveness and efficiency of administration, while reducing human capital costs as well. Finally, Mirapoint provides customers with a single vendor solution, thereby increasing the efficiency of support and upgrades.

## III. MIRAPOINT'S PRODUCTS

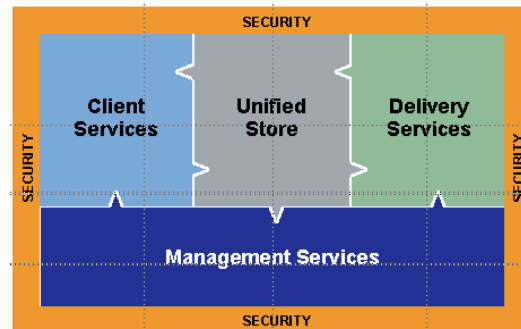
At the core of Mirapoint's appliance strategy is the Mirapoint Messaging Operating System (MOS) software, which combines a UNIX-based OS optimized for messaging and a broad set of applications for delivering messaging and security services. MOS is highly reliable, scalable and stable.

Mirapoint stripped MOS of UNIX functionality superfluous to messaging, eliminating potential security weaknesses and increasing overall system performance. MOS is delivered as a single system image, enabling transparent updates to the platform via

download. The integrated MOS software architecture enables customers to combine all e-mail and security features into a single appliance, or purchase just the security functionality of the RazorGate appliance to protect an existing e-mail server, such as Exchange or Domino. The MOS software architecture addresses:

- *Client Services*: Desktop and web-based access to e-mail and collaboration services, like calendar, address book and shared folders, plus Outlook client support, wireless access, PDA synchronization and notification services.
- *Delivery Services*: Message routing and SMTP-layer filtering and analysis, including anti-virus/spam protection, SSL encryption, authentication, policy management and advanced content filtering
- *Unified Store*: Robust storage for e-mail, multimedia files, PIM (calendar and address book) data, quarantined messages and rudimentary archival functionality.
- *Management Services*: Unified administration, user management, multi-system management, combined with unified reporting and detailed logging.

Figure 1, shows how Mirapoint client, storage and delivery services integrate with management services to form a single integrated platform which enables robust messaging functionality. Security, enforced through multiple layers of filters and controls, surround and protect core messaging services.



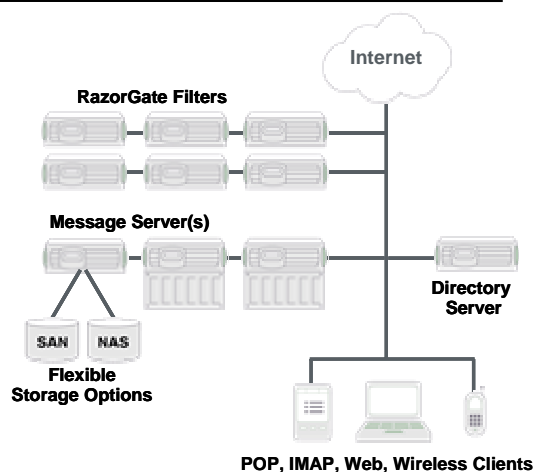
**Figure 1: Mirapoint's Integrated Software Architecture**

Deployments of RazorGate or Message Server appliances can be easily scaled by adding additional servers or by breaking out client, storage, delivery and management functionality across multiple Mirapoint appliances.

For example, large corporations and service providers can incorporate the Mirapoint Directory Server into a deployment, enabling support for a large number of users and a more efficient, centralized administration.

Figure 2, shows the topology of a RazorGate and Message Server deployment. In this deployment, multiple RazorGate filters and routing appliances are deployed at the network perimeter.

Several Message Servers are deployed behind the RazorGate systems, enabling multimodal access to messages via POP, IMAP, Web or Wireless Clients.



**Figure 2: Mirapoint Message Network Topology**

In large scale deployments, Directory Server can be deployed along with Message Server. High volume storage systems, such as SAN and NAS can also be integrated with Message Server.

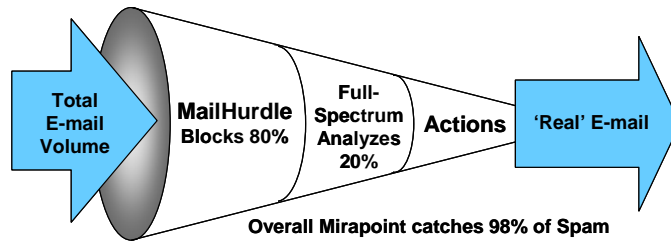
### 3.1 Mirapoint RazorGate

RazorGate controls core messaging routing and delivery, security and policy management functions. Deployed at the network perimeter, RazorGate scans all incoming and outgoing mail, and is able to protect corporations from a wide variety of security threats.

At the core of RazorGate is Mirapoint's **Full-Spectrum** security technology. Full-Spectrum provides a complete suite of security features, including:

- Advanced SMTP connection management and security features
- Anti-virus scanning with automatic updates.
- Anti-spam heuristics and white/black lists, plus support for *Vipul's* Razor, RBLs and other spam blocking techniques.
- Secure HTTP proxy for Outlook Notes and Mirapoint webmail clients.
- Powerful content analysis and filtering functionality, providing corporations with valuable control over message traffic.

In May 2004, Mirapoint released **MailHurdle**, an SMTP-layer anti-spam blocking technology which blocks spam before it enters the network. MailHurdle has been shown to eliminate 80% of spam before entering the network – conserving bandwidth, reducing the strain on spam filters, off-loading spam messages further out in the network, and improving overall network and messaging performance. The 20% of spam which does pass through MailHurdle is subsequently scanned with Mirapoint's Full-Spectrum analytic tools.



**Figure 3: MailHurdle & Full-Spectrum Anti-Spam Technology**

Several versions of RazorGate are available for corporations of different sizes, and service providers. All of the RazorGate appliances can work with either a Mirapoint Message Server or a non-Mirapoint e-mail server, like Exchange or Notes, to provide e-mail security protection.

- **RazorGate 100** is designed for the small to medium business market with less than 1,500 users.
- **RazorGate 300** supports 1,500 to 5,000 users, and includes improved reliability features versus the RazorGate 100.
- **RazorGate 450** supports over 5,000 users, and includes a wide range of management tools for larger enterprise and service provider networks, as well as additional performance characteristics for higher message volumes. The RazorGate 450 is the re-branded Mirapoint Message Director product, Mirapoint's first e-mail security appliance shipped back in 1998 and already broadly adopted in Mirapoint accounts.

### 3.2 Mirapoint Message Server

Mirapoint Message Server provides customers with a turnkey alternative to freeware and groupware e-mail solutions. A versatile system, Message Store can be easily deployed in both service provider and corporate environments. Message Server supports POP, IMAP, LDAP and SMTP protocols.

Message Server features a unified message store for all messaging media types, directory, calendaring and contact information. This store is also used for spam, virus and content analysis quarantine files.

The message store can be accessed directly from HTML, cHTML (i-mode) and WAP clients. XML is also supported, enabling Message Server to be integrated with corporate portals or other enterprise applications.

Message Store features redundant hardware plus battery backed-up RAID controllers, to ensure critical messaging information is never lost even in the event of a power loss or other outage.

Mirapoint offers two versions of Message Server:

- **Message Server M4500:** Designed for service providers and large corporations. The system can also be integrated with SAN or NAS storage systems with optional Message Server M4500S or M4500N appliance hardware.
- **Message Server M450:** Ideal for small service provider and medium corporations.

## IV. MIRAPOINT'S TARGET MARKET

Mirapoint is focused on the continued sales of Message Server to key service provider, education/government and enterprise customers, among which the company has ongoing traction.

Most of Mirapoint's revenue is generated by sales of Message Server, although e-mail security sales and the RazorGate appliance line accounts for an increasing portion of the company's growing business.

In corporations, Mirapoint positions Message Server as a versatile solution for a variety of employee segments. Message Server's webmail and collaboration features are ideal for the basic needs of deskless workers, while the requirements of mid-tier employees are met by Message Server's e-mail, group calendaring and address book functionality.

Message Server's proven low TCO and the fact that it's an ease-to-use appliance makes it an increasingly attractive alternative to more traditional enterprise messaging products, such as Domino, Exchange and GroupWise.

Mirapoint positions RazorGate as a powerful, stand-alone e-mail security appliance which complements existing e-mail servers (both Mirapoint and non-Mirapoint). RazorGate improves the performance and reliability of e-mail systems, and provides a layer of security protection at the network edge.

RazorGate also aids Mirapoint's continued penetration into corporate accounts. The company initially gains an inroad into corporations with the RazorGate security appliance. Later, Mirapoint uses these established relationships to sell a broader set of solutions including deskless or traditional e-mail solutions enabled with Message Server.

For example, Mirapoint initially sold *Ford Motor Company* a RazorGate e-mail security and routing solution, and then later provided the company with Message Server for the Ford Dealer Mail project.

## V. OUR ANALYSIS

Mirapoint offers the reliability and scalability of UNIX, and the efficiency and effectiveness of web-based administration tools. MOS provides all the pre-integrated messaging and security applications required by customers, in one easy-to-maintain package.

Enclosed in a single, rack mountable appliance, Message Server and RazorGate are easily deployed, inexpensively maintained, and highly scalable. These traits contribute to the overall low loaded TCO of the company's solutions, especially when compared to solutions from other vendors.

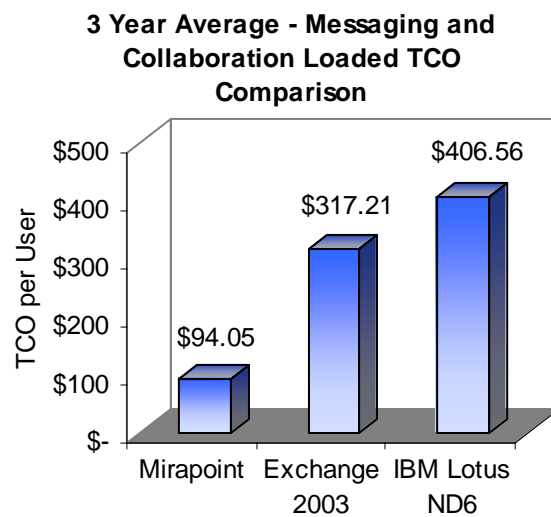
Figure 4, shows a comparative Loaded TCO analysis between *IBM Lotus*, *Microsoft* and *Mirapoint*.

Results of this analysis show that the 3 year loaded TCO average of Mirapoint Message Server is 70% less than Microsoft and 77% less than IBM Lotus ND6. This comparative TCO analysis is based on the following studies:

- “Mirapoint Message Server, Total Cost of Ownership,” The Radicati Group, Inc. 2004. (Message Server, Exchange)
- “Messaging Total Cost of Ownership, 2003,” The Radicati Group, Inc. 2003. (IBM Lotus ND6)

Service providers or educational institutions can use Message Server to quickly scale e-mail and collaborative services, including web and wireless services

RazorGate is a powerful all-in-one e-mail security solution. It takes the place of separate routing, anti-virus, anti-spam, content analysis and policy enforcement



**Figure 4: Comparative TCO Analysis**

solutions, reducing acquisition, maintenance and administration costs. RazorGate works with both Mirapoint and non-Mirapoint e-mail servers.

Mirapoint's MailHurdle technology takes an innovative approach to blocking spam, stopping messages at the network perimeter – before they consume network bandwidth and storage space. Plus MailHurdle is complemented by traditional spam and virus analytics to provide protection for the remaining 20% of messages that actually get on corporate network and need to be managed from a security perspective.

## **VI. RECOMMENDATIONS FOR VENDORS AND USERS**

### **Vendors**

The open, standards-based Message Server and RazorGate systems are excellent platforms for third party solutions. Message Server in particular, can integrate with a wide variety of XML applications, providing valuable e-mail services to portals and enterprise applications.

### **Users**

Message Server provides corporations with a single, turnkey alternative to groupware e-mail servers, while RazorGate provides users with a valuable, easy to manage, all-in-one security solution.

With RazorGate and Message Server, Mirapoint is a unique vendor providing a holistic set of solutions for the all aspects of a messages lifecycle – from routing, security, storage, access and management. With the appliance approach of both product lines these systems are able to reduce TCO and simplify IT administration significantly - especially when compared to similar functionality enabled by disparate systems or general-purpose software approaches.

Next month's issue of the Messaging Technology Report will cover "Google's GMail E-mail Service."

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