

Scalix @ Concordia Bus Nordic

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Concordia Bus in brief

- Public transportation, express bus services and tourist and coach hire
- SEK 4700 million revenue 05/06
- 9000 employees
- 3400 buses
- 240 million passengers/year
- Largest bus operator in region
- Major shareholders: Bluebay Asset Mgmt, Bear Sterns, Avenue Cap. Fidelity Funds, Lone Star
- www.concordiabus.com



Concordia IT

- 80 connected offices throughout Scandinavia
- IT centralized and standardized
- Staff in Solna, Stockholm
- 15 employees in IT, 6 for helpdesk and system administration
- 1000 users/workplaces
- More than 50% thin-clients
- Support hours from 5 am to 6 pm



Background

- 3 different e-mail systems
- MS Exchange 2000
- Novell NetMail 2
 - Stable but not supported any longer
 - Lacked features
- POP/SMTP service from ISP

Evaluation and Decision



Technical Requirements

- Citrix / thin-client compatible
- Integration with eDirectory
- Stable and proven
- Support for high-availability cluster
- Scalable
- Server runs on different operating systems
- Web interface compatible with IE and Firefox
- Easy to maintain and administer
- Help with installation and 3rd line support

End-user Requirements

- Good Outlook integration
- Global address book
- Groupware features (shared calendars etc.)
- Nordic languages
- Sync mobile devices
- Feature rich and easy-to-use web interface

Business/strategic requirements

- Standardize on one e-mail system
- Freedom of choice, avoid single vendor lock-in
- Low Total Cost of Ownership
- Low, or managed, financial and operational risks

Vendors we considered

- Scalix
- MS Exchange
- NetMail
- Bynari
- MDaemon
- Stalker CG Pro
- OpenXchange
- Kerio
- Merak

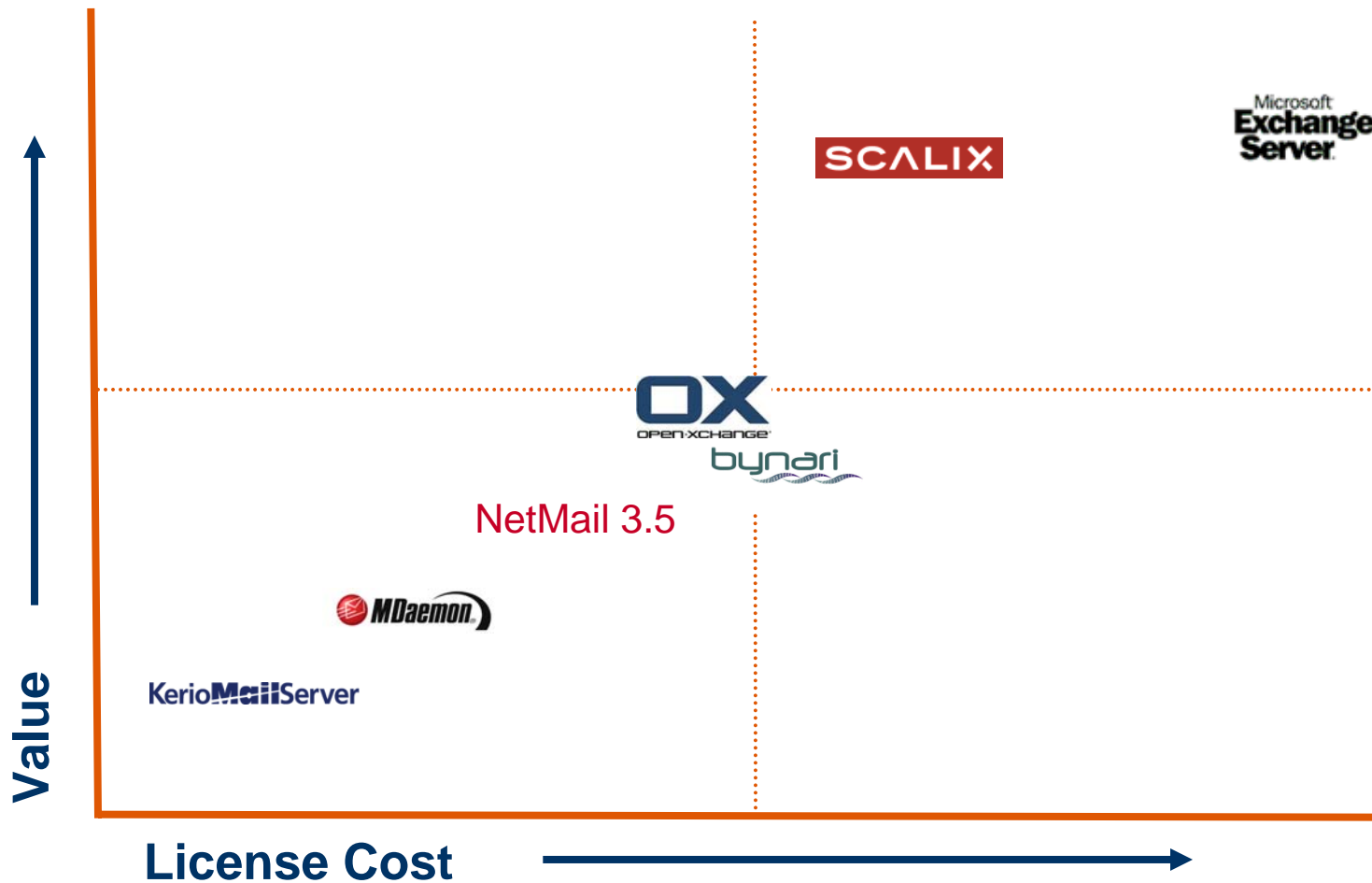
Why did we go with Scalix?

- Strong Outlook integration
- Groupware
- eDirectory integration
- Linux
- Web client
- Seemed mature, stable and scalable
- Expensive but lower TCO than Exchange
- Great price/performance
- Superb technical contact at Scalix

So did Scalix meet all our needs?

- Mostly, but not entirely...
- Web client CPU intensive = not ok for Citrix
- Backups not handled as well as we wished
- Language ok in Outlook but not web client
- Mobile sync not working for all devices
- Server supported only one OS = Linux
(which is great but nice with freedom of choice even here)

Quick comparison of price vs. performance



The phases of our implementation project



Technical risk

- Integration with eDirectory
- Linux administration, backups etc.
- Cluster setup
- Outlook connector in Citrix
- Outlook connector installation on different OS&lang
- Outlook in MAPI mode in Citrix, more memory
- Outlook in MAPI on local PC over WAN

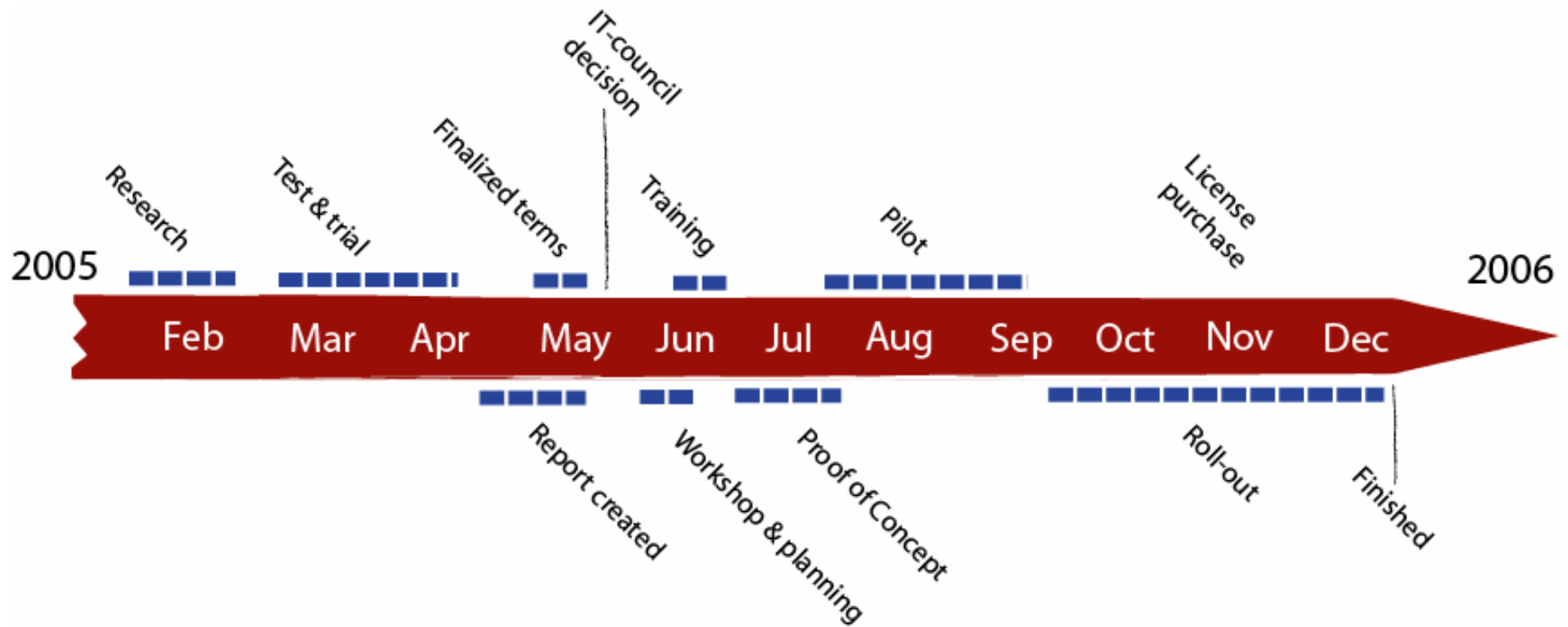
Financial risk

- Lowered through proof of concept and Pilot
- = Potential sunk-cost were not taken until late in project. IE. Order of almost all licenses at end of project. (Hardware can be re-used but not licenses & man-hours)

Other risk or why not Scalix (or Linux)?

- I had full support from CIO and my staff but...
- ...people never get fired for selecting Microsoft or Exchange. It's the safest choice for many...
- ...but not necessarily the best. However, your mileage may vary...

Time-line for project



Was it the right decision? Did we get what we expected?

- Yes! We would do it again
- Yes! We are recommending Scalix

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