

# Illinois Tool Works Delivering Email to the Extended Enterprise

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*Marc Palano, Director of IT for ITW*

CASE STUDY | ENTERPRISE



## **BUSINESS NEED**

Secure, scalable, easy to manage messaging solution with delegated domain administration

## **SOLUTION**

Mirapoint Message Server, Mirapoint RazorGate, and Mirapoint Directory Server

## **BOTTOM LINE**

ITW can deliver email to their extended enterprise with spam and virus protection from a single easy-to-manage solution from Mirapoint

## **Background**

Illinois Tool Works, Inc., headquartered in Glenview, Illinois, (ranked 197 on the Fortune 500) is a \$9 billion diversified manufacturer of highly engineered components, industrial systems, and consumables. The company consists of approximately 600 decentralized operations in 43 countries and employs over 50,000 people. Operating autonomously, each business unit selected its own messaging solution. Some have AOL or Hotmail. Others have chosen third-party hosting through Sprint or Quest. Still others have Microsoft Exchange as their in-house solution.

## **The Business Need**

While not abandoning its autonomous culture, ITW was driven to provide a higher level of security for its financial payroll and human resource information traveling through email by deploying an enterprise-wide virtual private network (VPN). The company wanted a messaging solution that would allow business units to retain some autonomy, letting them have control over their domains, add and delete their own users, and enforce their own policies and spam filtering. The solution also had to be scalable, easy to manage, and most important, provide security.

## Illinois Tool Works

### The Mirapoint Solution

Installed in June 2002, the Mirapoint system, consisting of two Message Servers and two RazorGate's, now supports about 6000 email users. Another 2000 have retained their existing email servers, but rely on the Mirapoint RazorGate appliance for virus and spam filtering. "We've been able to reduce spam by more than 80 percent," says Marc Palano, director of IT for ITW.

ITW leverages the delegated domain administration feature from Mirapoint that allows its individual business units to administer, manage, and control their own email domains, yet partition system management and service availability to ITW's centralized corporate group. Each business unit, for example, can set its own spam filters and black and white lists. "That's important for us because that's the spirit of ITW: decentralized and autonomous" says Palano. "Yet, at the same time, by centralizing email, controlling all the mail here, it plays right into our VPN strategy."

ITW has many cell phone, PDA, and Blackberry users that rely on Mirapoint's IMAP capabilities to access their mail from wherever they are. "All they need is Internet access and the user experience on the road is the exact same user experience they have at the office," says Palano. "Because the messages are kept on the server and not on the laptop, the speed of the laptop is increased. And if the laptop is lost, stolen, or crashes, users won't lose their messages. It also enables corporate IT to better enforce mail storage policies."

Business units that have taken advantage of the Mirapoint system have been pleased with the outcome. A survey taken by the IT group prior to deployment of the Mirapoint system revealed that local messaging system administrator's were most concerned about daily backups, administrative tasks, and downtime over the weekend. "By bringing them into the central system, we have eliminated their top three headaches," says Palano.

Palano and local systems administrators alike have been pleased with the reliability of the Mirapoint system. "Since it went in, we've had zero downtime. Talk about the 5-9s of availability," says Palano. That level of performance has encouraged a growing number of business units to give up their local systems. "We are not pressuring any business units to come onto the Mirapoint system, but we have actually had units shut down

their Exchange servers." That enthusiasm has spread overseas as the first international business unit migrated to the Mirapoint system in June, citing the system's bilingual capability as a key feature.

### The Bottom Line

ITW considered two solutions, Microsoft Exchange and Mirapoint. "We liked Mirapoint's 'all-in-one' solution," says Palano. "It not only offered a message store, but spam and virus filtering as well. It was future-proofed. It was WAP-enabled and had XML applications: all the features we were looking for in a mail server."

### About Mirapoint

Mirapoint® is the market leader in appliance-based solutions for secure message networks in enterprise, service provider, and education organizations, with more than 100 million mailboxes served and secured worldwide. Customers use Mirapoint appliances including the Message Server mail appliance and RazorGate mail security appliance to build the messaging infrastructure that intelligently serves, secures and manages email. Mirapoint is headquartered in Sunnyvale, California, with offices throughout North America, Europe and Asia. For more information on Mirapoint, visit its Website at [www.mirapoint.com](http://www.mirapoint.com).

### Configuration

- Two Mirapoint Message Servers M4000 cluster configuration
- Two Mirapoint RazorGates RG400 with spam and virus scanning
- Two Mirapoint Directory Servers DS400