

Maktoob

Provides anywhere, anytime access to messages

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Hussam Khoury, president and co-founder of Maktoob

CASE STUDY | SERVICE PROVIDER



BUSINESS NEED

A scalable, secure email infrastructure for worldwide deployment

SOLUTION

Mirapoint Message Server
Mirapoint Directory Server

BOTTOM LINE

Mirapoint handles Maktoob's 1 million+ installed base of email subscribers and its rapidly growing corporate web-hosting business, including outsourced email for corporations

Background

Maktoob, based in Amman, Jordan, launched the first Arabic-English Web-mail service in October 1998 and quickly became the largest Arab online community. By mid-2000, Maktoob found itself with 500,000 subscribers, and the company now serves more than 1.1 million Arab-speakers worldwide, having doubled in less than a year. Using Maktoob's service, subscribers can access their email from anywhere in the world, with either an Arabic or English interface, via standard email clients or a Web browser. Maktoob's bilingual Web site is itself a hallmark, offering a host of services to subscribers including electronic cards, Arabic music and business directories. In addition to its large and ever-expanding individual subscriber base, Maktoob has a rapidly growing corporate Web hosting business, with hundreds of companies trusting Maktoob to host their domains and administer corporate email accounts. Faced with this unabated growth, Maktoob's founders came to the realization that they needed an email solution that would allow them to easily add new individual subscribers or corporate clients without experiencing any downtime for their existing customers.

The Business Need

“Because email is a core part of our business, we wanted a specialized email solution,” said Hussam Khoury, president and cofounder of Maktoob. “Plus, with the number of individual clients and companies growing daily, we realized that the ability of the solution to add capacity easily and quickly, with minimal maintenance and minimal learning curve, was a number one priority.”

With users logging in from around the world, Maktoob also wanted a highly secure system to protect its subscribers' email and other files stored on Maktoob's servers from prying eyes, no matter from where the user accessed his or her account. Anti-virus protection for their customers factored into the security discussion as well. None of Maktoob's competitors was able to offer customers the level of security and Khoury and his partner, Samih Toukan, wanted to make this a competitive advantage for Maktoob.

Maktoob

The Mirapoint Solution

Maktoob found its partner with Mirapoint, the leading provider of Internet messaging infrastructure products. Using Mirapoint's Internet Message Servers and Directory Servers for its worldwide email solution, Maktoob is now able to deliver reliable and secure email services to its one million-plus subscriber base with ease. Due to the lack of professionally managed hosting providers in the Middle East and the more reliable connections available in the UK, Maktoob decided to host its Mirapoint servers at a premier ISP in Britain. Maktoob currently has four Mirapoint Message Servers and two Message Routers hosted at this facility.

The Bottom Line

One of the primary reasons Maktoob selected Mirapoint was for its single-system solution designed specifically for messaging applications. "Because it's an email appliance and the operating system isn't open, the entire system is efficient and highly secure. These were important factors to us," said Khoury. "The Mirapoint servers can handle the huge volumes of email generated by our subscribers with ease and without fail. Plus, our users have the peace of mind that their messages are secure and virus-free," continued Khoury. "We have subscribers coming to us from other providers because of the security we provide - it's one of our biggest competitive advantages." The ability to scale easily to handle Maktoob's amazing growth has been another area where Mirapoint's products have shined, both in handling new, individual email accounts and outsourcing clients. Says Khoury, "When we need to add another machine onto the network to accommodate new email accounts, we can do that within a day, without any downtime for our existing customers." "Setting up an outsourced client is just as simple," adds Khoury. "With Mirapoint, we can literally get a company up and running within minutes. This is a huge advantage for us when we sell our services to corporate customers, and

it's because Mirapoint's systems are easy to install and manage." Although the servers are physically located in the UK, Khoury explains that they monitor the systems from their headquarters in Jordan. "Mirapoint's Java management client enables us to visually monitor the load on the servers and the mail queues at any time. Most of the time, we can solve the problem remotely. But, if we see anything of a critical nature, we just contact the Mirapoint support personnel in the UK, who can quickly be onsite to solve the problem."

This fast response time to critical issues was an unexpected added benefit to Maktoob's decision to host the Mirapoint servers in the UK. Explains Khoury, "We always have a reliable safety-net. The service we've received from both Mirapoint and our reseller has been tremendous."

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.

Configuration

- One Mirapoint Message Server M200
- Two Mirapoint RazorGates RG200
- One Mirapoint Directory Server DS200