

Seven Good Reasons to Exchange Exchange

A business and technology perspective

November 2005

Whether you use an older version of Exchange or are running a current version, there are compelling reasons to make a change. Hundreds of organizations have made the switch from Exchange to Scalix, whether it be for security concerns, cost savings, or to avoid technology and licensing lock-in. This paper describes seven compelling reasons why you should switch to Scalix.

Table of Contents

WHY SHOULD I CHANGE OUT EXCHANGE NOW?	3
SCALIX OVERVIEW	3
Scalix Server	3
Clients of Choice	3
Flexible and Powerful Email Administration	4
Exchange interoperability and Ecosystem Support	4
SEVEN MAJOR ADVANTAGES OF SCALIX	4
More Reliable Email and Calendaring	5
Linux Platform Benefits of Reliability, Security and Price/performance	5
Highly Scalable and Resilient Scalix Message Store that Never Corrupts	5
Clients of Choice	6
Lights-out Email Administration	6
Avoid the Direct Costs of Exchange and Better Yet, Avoid the Hidden Costs	6
Independence from Vendor, Licensing and Technology Lock-in	7
MIGRATING TO SCALIX	8
Migration and Deployment	8
Learning Curve	8
Risk Management	8
CONCLUSION	8
ABOUT SCALIX	9

Why Should I Change Out Exchange Now?

Whether you use an older version of Exchange or are running a current version, there are compelling reasons to make a change. Hundreds of organizations have made the switch from Exchange to Scalix. Their reasons include:

- A more reliable email and calendaring environment
- Security vulnerabilities
- Email server consolidation
- Linux infrastructure rollout
- IT cost cutting initiatives
- Exchange end-of-life and expiring licensing agreements
- Technology and licensing lock-in

This paper describes seven compelling reasons why you should switch to Scalix.

Scalix Overview

Scalix is the most advanced email and calendaring system on Linux in the market today. A two-time winner of LinuxWorld's Best Messaging Solution award, Scalix has received industry acclaim as the richest function email and calendaring system based on Linux.

Scalix offers both an Enterprise Edition, which is a full-function version of the platform, and a free Community Edition, which is a lower-function, unlimited-user version.

The Scalix product line includes:

SCALIX SERVER

The Scalix Server is a highly scalable and reliable server that offers rich email and calendaring functionality. The Scalix Server is based on a proven technology foundation, HP OpenMail, which has been deployed to millions of users in the world's largest and most demanding enterprise environments. Customers often refer to Scalix as a "set it and forget it" environment.

CLIENTS OF CHOICE

The Scalix Server supports the richest array of email clients in the market today.

- For users that prefer Outlook, Scalix provides transparent, full-function support for Outlook, including email, calendaring, scheduling, contacts and public folders. Customers that have migrated from Exchange to Scalix often remark that their end users do not experience any changes in usability or functionality.

“The best web client for the last couple of years has been, and continues to be, Scalix Web Access... This is a very impressive product.”

David Ferris
President, Ferris Research

- For web access, Scalix Web Access (SWA) revolutionizes the web mail experience with a rich functionality and usability that is virtually indistinguishable from a desktop email client. SWA has been hailed by press and analysts as the most advanced web mail and calendaring client in the market. SWA is an AJAX application that provides a desktop-like experience on multiple platforms using multiple browsers. Users who do not use Internet Explorer are not penalized with a downgraded web mail experience as is the case with Outlook Web Access and Exchange.
- For mobile users, Scalix provides a wireless email and PIM solution that is device and carrier independent so that organizations need only one solution to support multiple wireless devices like BlackBerry, Palm and PocketPC devices.
- For other users, Scalix support Linux desktop clients like Novell Evolution as well as any POP or IMAP client, including popular clients like Thunderbird and Eudora.

FLEXIBLE AND POWERFUL EMAIL ADMINISTRATION

The Scalix Administration Console allows non-technical personnel to perform daily email administration functions from any location through an easy-to-use web interface. Scalix also provides a powerful scripting environment and full command line access for automation of repetitive tasks, lowering administration overhead and improving efficiency.

EXCHANGE INTEROPERABILITY AND ECOSYSTEM SUPPORT

Scalix seamlessly interoperates with Exchange and the surrounding ecosystem, providing rich interoperability for email, calendaring, public folders, distribution lists and directories. Because Scalix supports RTF message content and the Exchange proprietary TNEF message format, messages retain their formatting. All of this means that Scalix interoperates with Exchange in a manner that is transparent to end users. For customers that have committed to Active Directory, Scalix provides tight integration, supporting mailbox provisioning, user authentication and single sign-on in the same way that Exchange does. Scalix is enhanced by third party and open source ecosystem components such as backup and restore, anti-virus, anti-spam, archiving and monitoring tools.

Seven Major Advantages of Scalix

For organizations running Exchange today, Scalix provides seven major advantages:

1. More reliable email and calendaring
2. Linux platform benefits of reliability, security and price/performance
3. Highly scalable and resilient Scalix message store that never corrupts
4. Clients of choice: industry's most advanced web mail client, third party Outlook support and wireless solution
5. Lights-out email administration
6. Avoid the direct costs of Exchange and better yet, avoid the hidden costs
7. Independence from vendor, licensing and technology lock-in

1. MORE RELIABLE EMAIL AND CALENDARING

Email is a mission-critical application. Industry studies have shown that even small amounts of email downtime can be very costly and disruptive to worker productivity. At the end of the day, organizations just want email and calendaring to perform reliably and smoothly. And that is a major reason why customers choose Scalix. Scalix offers a more reliable alternative with less downtime, less maintenance and thereby less cost. One Scalix partner wrote, "We are an IT consulting firm. Our clients are demanding more and more Linux solutions. Our clients are fed up with Windows, viruses and rebooting again and again just to apply an update to the system." Industry experts confirm that the leading cause of Exchange downtime is the installation of patches. With Scalix on Linux, there are fewer patches, resulting in less downtime, making email downtime a thing of the past.

2. LINUX PLATFORM BENEFITS OF RELIABILITY, SECURITY AND PRICE/PERFORMANCE

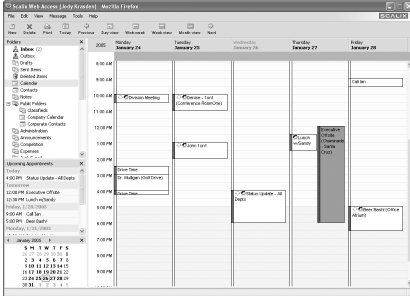
Linux is a superior platform for messaging, because it offers significant advantages over Windows in a number of areas: reliability, security, performance, openness and flexibility. Scalix benefits from its Linux foundation, enabling greater email reliability, security and price/performance. As one example, Scalix uses the Apache Tomcat web server instead of the Internet Information Server (IIS) used by Exchange. Exchange administrators dread denial of service attacks and security breaches that frequently target IIS. If there is a Tomcat vulnerability, it gets fixed quickly due to Tomcat's widespread usage and the hundreds of open source developers that support it. For more on why Linux is a superior platform for email, see the white paper "Linux and Email Infrastructure: Freedom and Choice" (downloadable from www.scalix.com).

3. HIGHLY SCALABLE AND RESILIENT SCALIX MESSAGE STORE THAT NEVER CORRUPTS

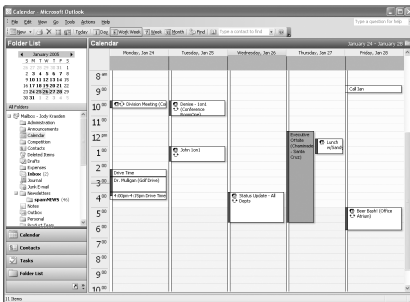
The Exchange message store database is a significant source of problems: database corruption, lengthy and complex backup procedures, performance problems, scalability limitations and database fragmentation. Exchange message store problems are a major contributor to downtime and in some cases, data loss. While the Exchange message store has improved over time, the Meta Group (now Gartner) reported that database problems are responsible for 20% of unplanned downtime in Exchange environments. In order to combat these issues, customers must invest in expensive monitoring tools and preventative maintenance, all of which add cost and complexity to their email environment. While it is possible to achieve high reliability with Exchange, this requires a significant investment in hardware, software and expertise.

Additionally, for many organizations, over 90% of the Exchange message store is taken up by attachments. As a workaround, some organizations store attachments outside the Exchange store in third party archiving systems. This is not because archiving systems provide lower storage cost but because organizations are trying to avoid the high database management cost and complexity of the Exchange message store.

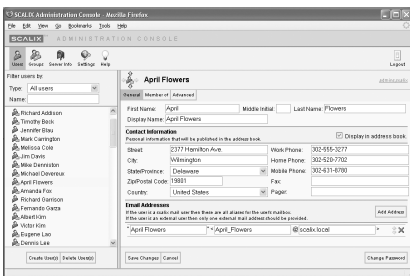
Scalix eliminates the number one cause of downtime and data loss in Exchange environments altogether. The Scalix message store is based on the Linux file system, known for industrial-strength reliability, power and flexibility. No proprietary database means no possibility of database corruption. In addition, customers can use standard Linux tools and services to manage the Scalix message store, resulting in lower cost and complexity.



Scalix Web Access



Outlook 2003



Scalix Admin Console

4. CLIENTS OF CHOICE: INDUSTRY'S MOST ADVANCED WEB MAIL CLIENT, THIRD PARTY OUTLOOK SUPPORT AND WIRELESS SOLUTION

Customers that implement Scalix retain the flexibility to deploy the email client and desktop of their choice. End users can continue to use Outlook, which means no end user disruption. While Outlook is the most popular choice today, many organizations are increasingly scrutinizing their desktop costs, looking for lower cost alternatives. This has fueled the growing popularity of browser based applications. No desktop email client means lower desktop and administration costs and fewer support headaches.

Scalix customers are increasingly deploying Scalix Web Access (SWA), a new generation browser based application that combines the power of desktop email and calendaring with the ease-of-use and ubiquity of the web. SWA dispels the notion that a web client equates to low functionality and a poor user experience. Unlike Outlook Web Access which requires Internet Explorer on Windows for full functionality, SWA enables full email and calendaring to be easily deployed to users on a wide range of platforms (Windows, Linux, Macintosh, Unix) and multiple browsers (Internet Explorer, Firefox, Mozilla). Because the user experience is virtually identical to Outlook, the transition to SWA requires no end user retraining. "The best web client for the last couple of years has been, and continues to be, Scalix Web Access... This is a very impressive product." — David Ferris, President, Ferris Research.

SWA was highlighted on the cover of InfoWorld on October 17, 2005, as the leading example of a new generation of advanced AJAX applications that are replacing desktop software. AJAX provides a highly-interactive browser-based user experience without the use of proprietary technologies like ActiveX controls, which reduce browser and platform portability and present a security risk.

Finally, the Scalix Wireless Solution, which is device and carrier independent, ensures that any wireless device is supported in a full-function manner. BlackBerry, Palm and PocketPC devices are all supported by Scalix Wireless. This eliminates the need to purchase and deploy multiple wireless solutions, while providing customers with greater choice and flexibility.

5. LIGHTS-OUT EMAIL ADMINISTRATION

Scalix allows email administration to be fully automated. The web-based Scalix Administration Console offers secure location-independent administration of multiple Scalix servers from a single browser, for simple anywhere, anytime email administration. Scalix also provides a powerful scripting environment for automating routine tasks, including full command line access for advanced administration. By contrast, Exchange lacks command-line management tools that support automation of administration and has no web administration, instead requiring the high overhead of manually performing repetitive tasks through local or remote access to each separate Exchange Server System Manager.

6. AVOID THE DIRECT COSTS OF EXCHANGE AND BETTER YET, AVOID THE HIDDEN COSTS

Exchange has a reputation of being an expensive system to manage and operate. This is because of the complex messaging infrastructure and ecosystem required by Exchange. This includes the total cost of hardware and software associated with Exchange, including the Exchange server itself, client and server operating systems, email client software, Active Directory, separate infrastructures for components such as Outlook Web Access, and clustering, which many Exchange sites use in an attempt to achieve high availability. Administration costs

are also high due to the manual and labor intensive nature of managing an Exchange environment. Industry averages suggest a ratio of one administrator per 500-750 users. Studies have shown that the hardware cost alone for Exchange ranges from \$15 to \$25 per user.

While these are more obvious costs, there are many less obvious Exchange costs, such as:

- Upgrading from Exchange 5.5 requires the purchase of costly new hardware
- Active Directory deployment can be prohibitively expensive
- New scalability benefits touted for Exchange 2003 are only achieved via a required upgrade to Outlook 2003
- Per server charge for each Exchange server
- Managing Exchange message store corruption and the associated downtime requires significant investment in software and resources
- Exchange features are optimized for the latest operating system releases, often requiring upgrades of desktops and servers
- Frequent patches add to administration and overall cost
- Windows, Exchange and Internet Explorer security vulnerabilities, resulting in significant downtime and security breaches

Scalix eliminates or significantly reduces costs in each of these areas. In choosing Scalix, organizations not only reduce the direct costs of their messaging environment but also the frequently overlooked indirect costs.

7. INDEPENDENCE FROM VENDOR, LICENSING AND TECHNOLOGY LOCK-IN

Microsoft has tightly coupled Exchange and other infrastructure components, as they want to enforce adoption of their complete suite of products. Consider the interdependence between Exchange, Outlook, Active Directory and the Windows platform on both the desktop and server. Furthermore, Exchange customers are continually forced to upgrade their operating system to gain access to the latest functionality. For example, administrators can only access certain Exchange 2003 features, such as database snapshots, if they are running Exchange on the latest version of the operating system, Windows Server 2003. The consequence is greater cost and complexity in managing upgrade cycles and a lack of choice and flexibility in choosing key infrastructure components. The result is that organizations complain about a loss of control over their IT infrastructure and a feeling of perpetual lock-in.

In contrast, Scalix frees customers from vendor mandated dependencies between components, giving them control and freedom of choice. Scalix's commitment to choice and flexibility puts customers back in the driver's seat, allowing them to choose the hardware, software and best of breed email components that suit their needs. Scalix's licensing model gives customers the flexibility to customize an email environment that is tailored to their needs and the freedom to make that transition on their own timetable. With Scalix, there is no need to make a three year upfront payment or software assurance commitment.

Migrating to Scalix

Organizations often consider three issues when contemplating a move to Scalix.

1. MIGRATION AND DEPLOYMENT

Scalix has developed an extensive methodology, tools and expertise to ensure smooth, high fidelity migration that is non-disruptive for end users. Transparent, full-function Outlook support eliminates the need for user retraining. Users always have access to their email, even during the migration process, giving customers a zero-downtime way of migrating to Scalix. Rich interoperability and co-existence with Exchange allows customers to migrate at their own pace. Scalix has deep domain expertise and experience in Exchange migration.

2. LEARNING CURVE

Scalix training courses enable email admins to quickly become highly proficient at administering, managing and troubleshooting. In addition, Scalix's Professional Services staff is available for on-site consultation and training.

3. RISK MANAGEMENT

Making a change to a mission critical application always represents technology risk. Working with small suppliers raises questions about their long term viability. Scalix minimizes these risks on a number of fronts. The Scalix platform has a proven technology foundation in Hewlett-Packard's OpenMail product, which has been deployed by many leading companies around the world. OpenMail customers consistently reported achieving 4-to-5 9's of availability at a scale of a hundred thousand users and greater. Numerous industry awards and accolades recognizing Scalix as a leader in Linux email are proof of market validation. Scalix Corporation is backed by top tier venture capital firms — Mayfield, Mohr Davidow and NEA – three of the largest and most established venture firms in Silicon Valley. The management team at Scalix consists of seasoned veterans representing almost 200 years of experience in enterprise software and specifically messaging. Today, the company has a global presence with offices in the U.S. and Europe and a worldwide partner network extending to the Pacific Rim, India and Africa.

Conclusion

A desire for lower cost and complexity, freedom from lock-in and a more reliable email environment have driven many Scalix customers to switch from Exchange. Join the hundreds of customers that are migrating from Exchange and realize the benefits that a lower cost, more reliable and flexible email environment brings. To learn how Scalix can help your organization achieve similar results, please visit www.scalix.com or contact a Scalix sales representative or reseller.

About Scalix Corporation

Scalix is the leading provider of new generation email, calendaring and collaboration software. Based on Linux and open systems, Scalix allows companies to reduce the cost and complexity of their email environment with a richly-featured, reliable and scalable messaging solution that blends seamlessly with both open source and proprietary software, including Microsoft Outlook, Exchange and Active Directory. Scalix offers customers flexibility and freedom of choice from the desktop to email related infrastructure components at all levels of the IT stack, helping them achieve independence from technology and licensing lock-in. Customers include Fortune 1000 enterprises, government agencies and educational institutions. Scalix has received industry acclaim and awards recognizing it as a leader in new generation messaging and collaboration. Scalix's team of messaging industry veterans has helped pioneer the world's most successful messaging systems at IBM/Lotus, cc:Mail, MS and Hewlett-Packard. The privately held company is headquartered in San Mateo, California, with offices and distribution partners in North America, Europe and the Pacific Rim. For more information, visit www.scalix.com.

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