CommuniGate
SYSTEMS

INDUSTRY

MACCOM sas is an Internet Service Provider that provides hosting, professional services and customized e-mail for companies of various sizes, mainly in Italy.

MACCOM has provided uninterrupted e-mail services to professional and public sector institutions for over ten years, including legal and governmental institutions, and small and micro enterprises. All have the same basic business needs; a high quality, efficient service, with exceptional support and local customer care, and all at affordable costs.

MACCOM's strength lies in precisely understanding the demands of their customer and matching these against innovative, stable and robust solutions, providing dependable, top quality services.

CHALLENGE

Prior to working with CommuniGate Systems, MACCOM used ispCP Omega to power their e-mail services. ispCP Omega is an open
source solution that includes both webserver and mailserver features for internet service providers.

For MACCOM, ispCP Omega proved to be unstable and cumbersome to manage over time, and was limited in functionality, in particular the web control panel user interface was not flexible or powerful enough for their growing business needs. The limitations of the control panel forced MACCOM to use custom command line scripts to meet the growing
needs of our customers. As their business grew, the use of manual command line functions and scripts became too time consuming and complex. It was simply not possible to manage the server without compromising certain aspects of the service or causing issues for the customers.

SOLUTION

MACCOM turned to CommuniGate Systems for help in providing high quality, reliable and easy to manage services to their growing customer base. With CommuniGate Pro they were able quickly and efficiently solve their problems and deliver a significantly improved, more professional service to their clients.

Migration was straightforward, too. MACCOM were able to train their operators and administrators to use the new system within hours. Creating and configuring accounts to specific customer requirements now takes minutes, instead of hours, and the risk of impacting other services is greatly diminished.

With CommuniGate Pro, their operators and can now analyze and understand specific configurations and account settings, making changes without jeopardizing the entire mail server. All this on an exceptionally robust and stable carrier-grade platform.

Now with CommuniGate Pro, MACCOM's vision is to double the number of their standard account customers and start delivering value added Web 2.0 services using Pronto!, including High Definition Voice VoIP, Instant Messaging and mobile push with smartphone synchronization.

BENEFITS

With the implementation of CommuniGate Pro I was able to reduce the cost of managing our email service by at least 5,000 euro per year, and have removed the need for an external services partner to run the servers. But the most important thing is that now I can independently manage CommuniGate Pro with internal staff and respond quickly to customer requests! This allows me to plan growth of services without having to think about hiring new staff immediately.

Now, with CommuniGate Pro I can provide advanced customers the ability to manage their own account settings through a secure control panel. At the same time I can accurately track their activities and intervene in support when needed. Mr Mirco Morello, Chief Executive Officer, MACCOM

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