'Trouble free' and 'effective' MDaemon email server supports essential communications for India shipping agency

As a dedicated house agency for Kawasaki Kisen Kaisha, Ltd. ('K' Line), the 'K' Steamship Agencies (KSA) company provides global shipping services through the India coastal port cities of Chennai (Madras) and Vizag (Visakhapatnam). In turn these ports are linked to inland container depots located in cities such as Bangalore, Coimbatore, Hyderabad and New Delhi.

The core services of KSA facilitate the flow of products from their customers, through the port cities, and on to their destinations. This means KSA supplies logistical support, including shipment tracking to assure safe and timely delivery of products. KSA supports the shipment of products as varied as dry bulk cargo and automobiles.

One of the primary ways the steamship agency grows its business is by developing trusted support with its customer base in India and worldwide. Because of the decentralized and mobile nature of their business and clientele, a primary element of the KAS business model requires, easy, fast, clear and reliable communications.

"MDaemon installed easily and our communications in a quiet and effective way."

"Email is one of key ways we communicate, both internally and externally," says Kutty M. Narayanan, IT manager for KAS. "Email easy to use, plus it's quick and economical. For our business it supplies essential communications because you can use email 24-hours-a-day and from almost any location with a computer. Of course, there are times we need to use the telephone. But email has improved our work flow by making daily communications with our customers and our shipping company, both easy and reliable."

For KAS, email communications is supplied through the MDaemon email server by Alt-N Technologies. MDaemon has been a profitable asset for KAS because of its easy installation, low maintenance requirements and support for a mobile work force, according to Mr. Narayanan, who administers MDaemon has part of his business responsibilities.

"As a business asset, MDaemon has been extremely reliable for us to use," says Mr. Narayanan. "We really like the online monitoring, when we need it. And its security protects us from the email abuse. It gives us no trouble at all. MDaemon installed easily and supports our communications in a quiet and effective way."

'K' STEAMSHIP AGENCIES (P) LTD.

Customer Profile

'K' Steamship Agencies (KAS) is a dedicated shipping agency house for the global company Kawasaki Kisen Kaisha, commonly known as K-Line. It provides worldwide shipping to and from inland container depots through the seaport cities of Chennai and Vizag.

Challenge

KAS needed an email system that would work reliably in the background to provide fast, economical and reliable 24-hour communications in a business environment protected against spam and malicious email-borne threats.

Solution

MDaemon email server by Alt-N Technologies.

alt-n technologies
Trusted Messaging Solutions

10-minute installation sets the tone for easy long-term administration and maintenance

While many email servers are easy to install, MDaemon delivers on its promise of simple administration after easy installation, according to Mr. Narayanan.

"Right from the beginning, MDaemon has been very easy to install, maintain and upgrade," he says. "For example, installation took just 10 minutes. After downloading the software, we ran the installer, filled in some simple configuration information and the server was up and running, including our domain and security options. Installation was very trouble free."

After installation, Mr. Narayanan says administration requires only five minutes a week. He also likes many of the administrative features of MDaemon. "Accounts are very simple to maintain," he says. "We have account defaults, so all you really need to do is enter the user's name and password. MDaemon automatically does the rest. All other settings are already filled in the way we want them."

"If someone is expecting a message that never arrived to their inbox, you can easily search the records to see what happened to the message."

In addition, because the MDaemon activity keeps a record of email transactions, any problems with messages are easy to track. "If a message is lost, for example," says Mr. Narayanan, "you can almost always find it by searching the activity records. If someone is expecting a message that never arrived to their inbox, you can easily search the records to see what happened to the message. MDaemon keeps records of many types, including logs for messages rejected because they contain viruses or others type of security problems. If someone has sent a message containing a virus by accident, we can tell them why their message never arrived in the recipient's mail box."

"Keeping MDaemon current means I don't have to worry about security and I am always benefiting from recently added improvements."

To maintain the most recent features, options and security, KAS keeps its MDaemon email server current with all updates. "In one way, you may think upgrades may not be necessary," says Mr. Narayanan, "but keeping MDaemon current means I don't have to worry about security and I am always benefiting from recently added improvements. For example, a recent version of MDaemon added backscatter protection, which keeps us from receiving returned messages we had never sent in the first place. Using backscatter is just another way spammers are trying to break in to our networks. If we were not staying current, we wouldn't be protected from backscatter."

Staff remains mobile with help from IMAP server

KAS uses MDaemon's IMAP functionality to support their need for mobile communications, says Mr. Narayanan.

"While IMAP has lots of useful purposes, we use it mostly for its mobility capabilities," Mr. Narayanan explains. "Because IMAP stores messages on the email server and leaves them there our users can look at their email from any computer with an IMAP email client. They can use their desktop computers, or their notebook computers, or even mobile phones, like a Blackberry."

In addition to mobility, IMAP (Internet Message Access Protocol Access) provides support for message folder sharing and even email account sharing by multiple users, plus the centralized storage, filtering and manipulation of messages in private, shared and public folders on the email server.

The main features of IMAP include:

- Centralized storage of messages on the email server.
- Messages always available from any computer with an IMAP email client or through web mail.
- Management of message folders on the email server.
- Automatic filtering of messages into private, shared and public folders by the email server.
- Copying and moving messages between folders.
- Simultaneous connection to multiple accounts.
- Copying and moving messages between accounts.
- Multiple types of message flagging for shared and public folders.
- Time and bandwidth saving through selective downloading.
- Easy backing up of the central message store.