



Customer Profile

trent barton is one of a very small number of significant independent bus operators in the UK. The company employs nearly 1000 people across its multiple sites in Nottinghamshire, Derbyshire and Leicestershire, running a fleet of around 330 modern buses and carrying 35 million passengers each year. The sites include a mix of bus stations, engineering, support sites, and operations centres to control the running of the buses.

Challenge

The bus company required scalable, robust and easy to use email software with anti-virus and anti-spam capability.

Solution

MDaemon Email Server
SecurityPlus for MDAemon

Transportation

1000-User Multi-Site WAN Chooses MDAemon to Increase Efficiency

From the time when trent barton recognised the business value of a Wide Area Network (WAN), they installed MDAemon as the email server to improve both communication across their operational sites and the running of the business.

All of the sites are linked up to the headquarters in Heanor via a Virtual Private Network (VPN) and the MDAemon email server provides the business communications needs of all operational staff. Each remote site is equipped with an ISDN line to access the private network and a WAN connects the sites together and enables all personnel to share printing and access documents across the network.

There are currently approximately 150 PCs throughout the operational sites and a number of different people

use the same computer throughout each day. For example, the traffic office in Derby has three PCs, however there are six members of staff who work different shifts and share both PCs and MDAemon accounts.

Efficient reporting is a key element in the effective running of the company's business. Every day, each depot fills in a daily run-out spreadsheet, which contains operational information such as broken down buses or staff shortages. This is then emailed directly to the Head Office for them to take the appropriate action.

Before installing an email system, this was filled out by hand. Additionally, critical information from the Head Office that used to be faxed or posted is now sent immediately to all offices.

Andy Spencer, Systems Support Technician at trent barton says, "It's hard to imagine how we coped before the WAN and MDAemon. Some of the staff start work at 4 am. They can now fill in the spreadsheet and email it to the management team before they arrive at 8:30 am. It saves time, eases administration, reduces errors and has improved productivity for the company."

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Remote Working

Until recently, the cost of equipping staff with laptops was perceived as too high. However, now the senior management team has recently started using laptops to enable remote workers. Remote users access their email through any web browser via MDAemon's WorldClient web mail interface, enabling access to emails as if they were using Outlook at their office desktop.

“Having the ability to access my emails remotely is immensely helpful.”

The IT department set up a dedicated Windows 2000 remote access server to enable remote users to dial up and access the network when they are out of the office - via a VPN through BT using a 2MB ADSL link. The remote access also enables Mr. Spencer to check the system is working properly from home at any time, which is a very useful and important function.

Through applying proven technology, remote working will become more widespread within the company. “With technology advancing at such a rapid pace,” says Mr. Spencer, “in the future more and more of the team will be equipped with laptops and remote working will be commonplace in the daily running of the company. MDAemon's WorldClient is instrumental to our remote working strategy. It makes using email remotely very straightforward for users and is a powerful application to handle anything that is thrown at it.”

Mark Greasley, IT Manager at trent barton, says, “I spend a lot of my time travelling around the country for meetings and presentations. Having the ability to access my emails remotely is immensely helpful. I have a Bluetooth enabled mobile phone, so I can even check emails when I'm on the train or bus!”

Choosing a Corporate Email System

Trent Barton network consists of several Windows servers and MDAemon. A web server has also been installed to run an intranet for internal use.

“I considered Microsoft Exchange,” says Mr. Spencer, “however it was far too expensive and complicated for what we wanted. A friend of mine had installed MDAemon into a local school, so I went to see it in operation and was impressed

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by its scalability and easy to use functionality. We therefore opted to go with MDAemon and haven't looked back since.” The IT system has expanded considerably, particularly over the last year, and trent barton has seen a significant growth in the number of users. MDAemon has handled this increased activity easily and the company has experienced no performance issues at all.

Growth of Email, Spam and Viruses

trent barton sends and receives hundreds of emails every day and the threat from viruses are of considerable concern to the IT department. One month 2,000 viruses were sent to the company, but, thanks to MDAemon's SecurityPlus anti-virus software, all were identified and prevented from affecting the business in any way. “I see the anti-virus plug-in of MDAemon as a critical and vital tool for the company,” says Mr. Spencer. “It integrates perfectly with the mail server and traps everything that enters the network, giving me complete peace of mind.”

The company does not see spam as too much of an issue at the moment as volumes are relatively low and MDAemon detects any spam. The IT department is keeping an eye on developments and will review it in the future.

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Summary and the Future

In conclusion, the new IT system has had profound effects on the organisation. “Overall the WAN and email system has not only increased communications, speeding up our operations and logistics process,” says Mr. Spencer, “but it has helped improve the efficiency of the business, enabling all sites to operate as an integrated team. Ultimately, this has helped improve the service we provide passengers, which is our key objective.”



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