

## CUSTOMER SUCCESS STORY / PUBLIC SECTOR

## Town of Weymouth, Massachusetts



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David Cawthorne  
Technology Coordinator  
Weymouth Public Schools

## Town of Weymouth Strengthens Connectivity with Scalix Email Platform

### BUSINESS OVERVIEW

The town of Weymouth, Massachusetts, enjoys a rich history as the second oldest town in the commonwealth next to historic Plymouth. As in its past, Weymouth is a distinctly proud community of residents who identify with their town as the place they were born, grew up, and often return, to raise their own families. From one end of town to the other, the accent is on sustaining neighborhood ties amongst seniors, parents, teens, and children.

### CHALLENGE

Town officials are using technology to nurture that tradition of Weymouth connectedness. This year, in a broader initiative of getting the town up on a fiber-optic network, they explored better avenues of communication—namely email. It's connectivity that had David Cawthorne, Technology Coordinator, Weymouth Public Schools, and Weymouth IT director Jim Limbey, in collaborative talks. “Discussion of an email system was in the works for some time,” said Cawthorne. “Jim and I liked the idea of going for a web-based email system and not having to configure it ourselves.”

Cawthorne says that it wasn't that they didn't like configuring; they simply couldn't stretch limited resources beyond its limits, a situation all too familiar to school systems and townships nationwide. On the school side, for example, he said, “We have 2,000 computers and 14 schools and we have a staff of three, two others and myself.”

Another requirement was good calendaring abilities. The email system the school system and town had been using was limited in functionality. They began to feel the limitations of not having good calendaring functionality in order to ensure important meetings happen in an efficient, time-saving way.

They did not feel Exchange was an easy answer, as both the school and town IT staff were reluctant to risk security holes. “We do handle sensitive information from municipal and school side,” said Cawthorne, amongst the email activities of daily memos to teachers, administrative staff, nursing personnel, and athletic staff, bulletins, attendance sheets, and grade verifications. “We were looking for better security and felt we could find this on a system based on Linux, which we use for our firewalls and email. We need to know we are well protected. Linux gives us that assurance.”

In sum, the goal was to find a Linux-based email system that could provide the richer functionalities including calendaring, be web-based, provide an easy interface with Outlook, provide cross-compatibility with Windows and Macintosh systems, ensure a secure environment, and all at an affordable price.

### BUSINESS PROFILE



#### Town of Weymouth

A town in South Shore region of Boston with projected population of 56,545 in 2009.

#### Industry

Public Sector

#### Requirement

A secure, easy to manage Linux-based email platform with solid calendaring capabilities and ability to interface with Outlook.

#### Products

- Scalix Email and Calendaring Platform
- Scalix Connect for Microsoft Outlook
- Scalix Web Access
- Scalix Administration Console

### ABOUT SCALIX

Scalix Corporation provides the most powerful utility-class messaging platform for customers committed to Linux and Open Systems. Scalix dramatically reduces the cost and complexity of enterprise messaging and increases reliability and scalability—all without impacting the end user experience.

Learn how you can improve messaging reliability and slash costs by visiting Scalix on the web at: [www.scalix.com](http://www.scalix.com)



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### GROWING PAINS

The email system already in use, said Cawthorne, “was a plain vanilla, OpenSource web-based system that teachers could access mail from home without our having to configure a POP client.” That plain-vanilla system, however, was no longer enough. Both town and school systems wanted the richer functionalities of calendaring and scheduling for a busy and growing town on the move. But which email platform to choose?

### WHY SCALIX

In searching for a Linux-based system that could interface with Outlook, which many city administrative staff had become accustomed to, Weymouth’s selection team included Scalix on their shortlist of vendors. The turning point would be when Cawthorne and Limbey invited Scalix representatives in for a show-and-tell.

“What impressed us about Scalix people was a good engineering grasp of messaging technology,” said Cawthorne. “We dealt closely with their services team and they answered all the questions we asked. The comfort level was good. We could see the level of expertise behind Scalix. That would count in the kind of support we could expect.”

Another advantage was that Scalix email and calendaring platform can integrate with Microsoft Active Directory. “A single point of authentication was quite a big draw for us,” said Cawthorne. Single sign-on capabilities ease management, which is always attractive to town staff and school systems with limited management resources. Administrators often extol systems that allow them to have a single point of management for passwords and password policies.

Another reason for choosing Scalix came from a Boston-area consultant Jacob Leifman of Bitwise Internet Technologies, whom the Weymouth school and town IT staff have turned to in the past for infrastructure advice. “He has a good knowledge of Linux and Linux-based applications,” said Cawthorne. “He told us that he really likes what he sees in the back-end design of Scalix, commenting that ‘Scalix is nicely thought out.’ His recommendation carried weight.”

Installation of Scalix for the town and school system, for a total of 1,000 seats, began earlier this year, mapped in phases: 500 seats are now in use for the high school and K-12 administrative staff; Phase Two is for 250 seats, including town offices, middle school and staff, and Phase Three will be the final stage, including primary schools.

Today, Weymouth IT supports email and calendar access from Microsoft Outlook and from Scalix’s web client, Scalix Web Access. Teachers overwhelmingly choose Scalix Web Access for its intuitive interface, ease-of-use and ability to securely access mail and calendar data from teacher desktops, computer labs and even home computers.

### BOTTOM LINE

Cawthorne credits Scalix as a solution that addressed the key hurdle: easy interface to popular desktop systems, namely Outlook, so that office staff and school users would seamlessly adapt. With the September school year, the new Scalix rollout coincided with the debut of a new high-school facility, and all that this meant in terms of teacher-staff collaborations, meetings, and team-building. There would be no room for learning curves, scheduling mix-ups, and work slowdowns. “We like the fact that it’s so user friendly, yet with full functionalities that are there if you want to use them or not,” says Cawthorne.

Indeed, the proof of an email platform’s success in the end does not rest with kudos by consultants or software designers. The proof lies in user satisfaction. Cawthorne finds these results the most gratifying of all: “During our high school rollout, we could see the difference. Before Scalix, each teacher in the building on average used to make use of their email once a week if at that. With Scalix, email communications easily stepped up to a daily basis.”