

Knott Group



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Torsten Kynast
IT Director
Knott Group

Knott Group switches to Scalix email and SEP sesam backup.

OVERVIEW

Bavaria, Germany: Knott manufactures industrial and off-road brakes, chassis components and trailers for every major machinery manufacturer in the world. With 1,400 employees and offices in 14 countries, Knott relies heavily on their enterprise messaging and data backup systems. With Knott’s growth and success however came an ever-increasing demand on their IT resources. Eventually, their legacy messaging and backup products were no longer serving the needs of the organization, and the IT overhead required to maintain the systems had reached the breaking point. Knott needed a solution that would meet the needs of a demanding organization with a heterogeneous environment and a mobile employee base.

CHALLENGE

Knott was increasingly challenged to achieve operational excellence with a groupware system that was not keeping pace. They were using the Samsung Contact mail server with Microsoft Outlook email clients. With a growing base of mobile users and a desire to increase enterprise performance, the existing system was dragging Knott down. Their users were underserved by an Outlook feature set that had fallen behind, and mobile users were unable to stay highly productive and in touch. In addition, IT was struggling with system overhead that had grown to be untenable.

Knott wanted confidence that email and other enterprise data was secure and accessible, and that they were prepared for disaster recovery. They wanted data backup and security to be automated, effective, and effortless. They needed to simplify and shorten the backup process while giving better control and visibility to the IT staff for data security and recovery. With their legacy backup system, full backups were required daily and single emails and mail groups either couldn’t be backed up or couldn’t be found if they were backed up. The system had fallen behind on functionality, maintenance costs were soaring, and the time it took for nightly backups had become unworkable.

SOLUTION

Knott implemented a duo solution: Scalix enterprise email and SEP data backup. With Scalix Enterprise Edition they increased the productivity of all their users, including mobile users, creating a highly productive enterprise. With SEP sesam they streamlined the backup process, increased data security and data recovery control, and boosted operational excellence.



CUSTOMER SUCCESS STORY / MANUFACTURING

CUSTOMER PROFILE



Knott Group

With 1,400 employees and offices in 14 countries, Knott makes industrial components for every major machinery manufacturer in the world.

Industry

Manufacturing

Requirements

Full function Outlook support
Open standards
Increased data security and control

Products Used

Scalix Enterprise Edition
SEP sesam backup

ABOUT SEP AG

SEP has delivered highly reliable software solutions to multi-national industry partners for over 15 years. Working closely with open source and proprietary computer manufacturers SEP has developed industry-leading expertise developing network-wide, enterprise-class data backup, recovery and disaster recovery solutions.

ABOUT SCALIX

Scalix offers the only messaging solution that provides a full selection of true enterprise clients, the unique ability to keep all employees connected while mobile without any special software or overhead, and significant cost savings via open standards and an innovative user licensing model. All on a rock solid, Linux-based, open source platform.

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“We were looking to increase enterprise performance and reduce our total cost of ownership for messaging and data security. We found everything we needed with the combined Scalix and SEP solution,” said Torsten Kynast, Knott IT director. “Implementing Scalix and SEP has improved our system reliability, data integrity and user satisfaction,” reported Kynast.

RESULTS

“After deliberation and testing we decided to move on with the Scalix-SEP sesam solution. Both products are built for demanding, heterogeneous enterprise environments. We are very pleased. We budgeted a week for system cutover and we were incredibly pleased that the effort took only one day.”

“The combination of the two products gives us the ability to move forward with greater functionality and reliability than we ever had using our previous systems. The ability to keep mobile and desktop users highly productive is paying off in enterprise productivity gains. The ability to perform selective, single email and single mailbox restores has reduced our overhead immensely.”

“The close relationship between Scalix and SEP is a benefit. While product reviews led us to SEP sesam a year ago, the seamless and effortless way Scalix and SEP sesam work together won my staff over to implementing the combined solution. The time savings on cutover alone paid back the acquisition price of Scalix in the first week,” said Kynast.

“The requirements we placed on SEP were not trivial. We expected them to deliver a more efficient method for delivering data security. We demanded they provide us with a backup window that could be handled between the close of business on one day and the reopening of business the following day,” said Kynast. “SEP simplified and secured our data structure and backup strategy. They provided us with a solution second to none.”

“Remarkably, SEP reduced total backup time from over 8 hours to about 3 hours. Using the SMS (SEP sesam Multi Streaming) technology we can now back up multiple computers and multiple operating systems simultaneously. The overhead and cost savings are just beginning to become evident,” reported Kynast. “Further, the scheduled Restore and Recovery services offered with the standard SEP sesam package give us a higher level of comfort that our data is properly and securely backed up. Our system technicians can automatically restore and test the validity of backed up data without ever impacting our production operations,” said Kynast.

“We’ve also been able to avoid the costly system restarts that were required with our past groupware solution. The requirement to periodically shut down and restart the main servers went away when Scalix Enterprise Edition went into place.”

“I can say that after significant due diligence on our part, there is no better combination in the groupware world than the one we selected,” concluded Kynast.