

Lippincott Mercer – CommuniGate Pro on MacOS X

Lippincott Mercer solves the most complex branding challenges facing corporations today. They help clients become better known and better understood, and create preference for their products and services through the successful creation, valuation and management of their brands. Lippincott was founded in 1943 and is a division of Mercer, Inc., a Marsh & McLennan company.

After being acquired by Mercer, Inc., Lippincott Mercer deployed Exchange 5.5 because the parent company had a complete PC environment. The Exchange solution did not work for Lippincott Mercer as their users had mostly Mac desktops. They even went so far as to add an external IMAP module to Exchange, so that the Apple Mail clients could connect. This piecemeal system, fraught with incompatibilities, was difficult to maintain and suffered from poor performance.

In March of 2003, Lippincott Mercer went back to being a complete Mac shop. They acquired CommuniGate Pro on MacOS X, migrated their users, and have enjoyed 100% uptime since the switch. In fact, now entire network infrastructure (DNS servers, file servers, etc) runs on Apple Xserves.

Scott Lopatin, IS Manager, commented that the email system is now fast and rock solid. He told us that they had achieved 100% uptime since March 2003, with none of the incompatibility problems that they had suffered before. They host about 100 users (mostly in NY, but with some in Boston, LA, and London). One of the most useful features for him is the integrated Web administrative interface. He says he can login from any browser and administer the system (change quotas, reset passwords, and other things his users ask for).