Pioneer Infotech
Information Technology

Users: 1000+
OS: Windows
Modules: Security modules - Anti-Virus and Anti-Spam, GroupWare, Exchange ActiveSync, WebClient, Outlook Sync, Active Directory, Mail Server
Year: 2013

Problem
Pioneer InfoTech had to solve urgently problem with spam attacks and email tracking issues. They did not want to jeopardize the relationship with their customers.

Solution
Pioneer InfoTech started using IceWarp for mail hosting services, supporting customer mailboxes, SMTP, anti-spam, and antivirus. Additionally, the company started providing mail relay services to customers hosting their own mail servers.
Pioneer InfoTech is a green IT and cloud IT based solutions provider. It was founded in 1992 in Asia by a team of seasoned IT professionals with over 20 years of experience providing cutting edge IT products and services for small and mid-size organizations worldwide. Pioneer InfoTech’s longstanding mission as a company is to be the recognized as the most confident, innovative and excellent Green-IT & Cloud-IT solutions service provider in Asia.

Pioneer InfoTech managed thousands of mailboxes for its customers, many through cloud-based solutions. It was frequently challenged however by spam attacks and email tracking issues. Anthony Kuck, Pioneer InfoTech President, decided it was time to find an effective email box control solution. This turned out to be a very complex issue however.

“I tried several products and none of them met my requirements,” explains Mr. Kuck. “I tried many other mail solutions and they turned out to be too weak, with poor support for mailbox services. Some were too simple in terms of features.”

Mr. Kuck decided to try IceWarp Mail Server. He approached IceWarp Singapore to get the most current version. Pioneer InfoTech reviewed the progressive upgrades made to IceWarp over the years of intensive development and were very impressed.

“We need comprehensive logging to rapidly track customer emails traffic. For example, a customer might call us and say ‘I sent an email to this user and it’s a million dollar deal.’ When I use other mail systems, I cannot get comprehensive email traffic log. After switching to IceWarp I have the confidence that I can provide any log a customer wants.”

Pioneer InfoTech has big plans for IceWarp as the company grows throughout the region. “We are setting up another regional office in Cambodia. There we will replicate what we have here using IceWarp as one of the main components,” says Mr. Kuck. “We are planning to migrate a lot of customers from other mail systems to IceWarp in this country. There is a demand.”

The company is also experimenting with IceWarp SIP Internet Telephony. It has just established a phone service based on IceWarp SIP Server between the main office and Cambodia making voice traffic between the two locations highly convenient and secure.

IceWarp mail server helped veteran green and cloud-based IT solutions provider Pioneer InfoTech achieve 50-70% annual growth. After switching away from cloud-based email, this remarkable annual growth was achieved in part by reducing spam and providing a more comprehensive system of logging emails.

“It attracts more customers who want the features comparable with other mail systems, but without those other mail systems’ problems. Occasionally customers want to have IceWarp on premise, so we sell it as a solution.” Mr. Kuck also pointed out why customers preferred IceWarp over cloud-based options.

“Now everybody is talking about cloud-based email, but IceWarp is very competitive with it,” notes Mr. Kuck. “In fact, we won some deals when customers transitioned to IceWarp from other cloud-based email. Primarily, they did this because some cloud-based email doesn't have extensive logging, powerful archiving solutions or good antivirus/anti-spam. IceWarp customers don't have to worry about all that. Another important factor in utilizing IceWarp was high quality technical support, provided by the regional IceWarp partner.

IceWarp has been good for us, allowing us to grow our hosting business 50-70% a year,” says Mr. Kuck.
Anthony Kuck  
President of Pioneer InfoTech

What was the biggest advantage of IceWarp against other competitors from your perspective?

“I see as a big advantage of IceWarp solution comprehensive logging to rapidly track customer emails traffic.”

What were the main benefits of IceWarp deployment for you? Do you find the system easy to deploy and manage?

“Some of the most important features I chose IceWarp for were a very comprehensive logging system, as well as powerful anti-spam and antivirus.”

What do you like most about IceWarp?

“We receive very good service from IceWarp Singapore. That's an important factor: when you need support, they are always there, very responsible, very fast.”

Would you recommend IceWarp to other organizations?

“I would definitely recommend IceWarp to other companies in the hosting industry. It's a good partnership!”