

CUSTOMER PROFILE

Vulcan Services Corporation

*PMDF as Messaging Backbone with Exchange
Meets Goals of Coal Service Industry*



Using PMDF as Vulcan Service's messaging backbone vs. just using Exchange provides:

- *Unsurpassed security*
- *Detailed monitoring and logging capabilities for troubleshooting and reporting*
- *Quicker implementation of their new messaging system*
- *Cost savings with less software to deploy and maintain*
- *Advanced mail list and distribution management tools*

Vulcan Services Corporation, in Fairview Heights, Illinois, is a management and services company for a leading mining firm, Triton Coal Co. LLC. Vulcan's Information Services department is responsible for maintaining a reliable and secure messaging environment for their employees at multiple locations and to the Internet. As a major form of communications internally and with vendors, suppliers, and affiliates, Vulcan's e-mail capabilities are critical to their success. PMDF provides them with a solid Internet messaging backbone solution in conjunction with Exchange.

For over 6 years, PMDF proved its robustness and reliability as Vulcan's mail hub for incoming and outgoing Internet mail on OpenVMS. When Microsoft Exchange was implemented, PMDF remained their choice as the messaging backbone.

"PMDF provides us with a superior messaging infrastructure versus just using Exchange," states Gregory Brooks, Vulcan IT Director. "PMDF economically provides e-mail to all users without a lot of deployment overhead. It was quicker to employ and did not require the costly installation and maintenance of the client software required if we just used Exchange. PMDF's superior reliability, security, and advanced features made it a natural complement to Exchange," says Brooks.

PMDF on OpenVMS is used as Vulcan's main mail hub for all incoming and outgoing Internet mail, and to deliver mail from OpenVMS applications (i.e., batch jobs, report distribution). PMDF supports over 50 registered domain

PMDF - Customer Profile

“PMDF has comprehensive monitoring and reporting tools that are unavailable with Exchange. PMDF logs every action of the mail process, providing detailed and customized reports for troubleshooting and capacity planning ... and modifying the mail list is a simple process versus the steps needed to do a similar task with Exchange.”

**- Gregory Brooks
Vulcan IT Director**

names for Vulcan and related companies. Exchange is used solely for their in-house messaging.

Messaging systems provide an easy way for intruders to infiltrate organizations, transmit viruses, and send unwanted spam mail. Thus, secure communications is critical when choosing a messaging system. “Exchange does not provide the multitude of security options that PMDF offers,” says Brooks. PMDF provides advanced security options with TLS (Transport Layer Security), SASL (Simple Authentication Security Layer), SSL (Secure Socket Layer), and filtering with SIEVE technology.

“PMDF has comprehensive monitoring and reporting tools that are unavailable with Exchange,” claims Brooks. PMDF logs *every* action of the mail process, providing detailed and customized reports for troubleshooting and capacity planning.

“We currently use PMDF for mail list distribution through our network monitoring station. PMDF automatically sends alerts to predetermined people via text messaging on our cell phones. Modifying the list is a simple process versus the steps needed to do a similar task with Exchange,” comments Brooks.

“PMDF is a comprehensive messaging product with years of proven reliability. We plan to maximize more of its functionality to help us maximize the efficiency and security of our messaging system,” states Brooks.

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Process Software
959 Concord Street
Framingham, MA 01701

Telephone:
U.S./Canada (800)722-7770
International (508)879-6994

Fax: (508)879-0042

Web: www.process.com

E-mail: info@process.com

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