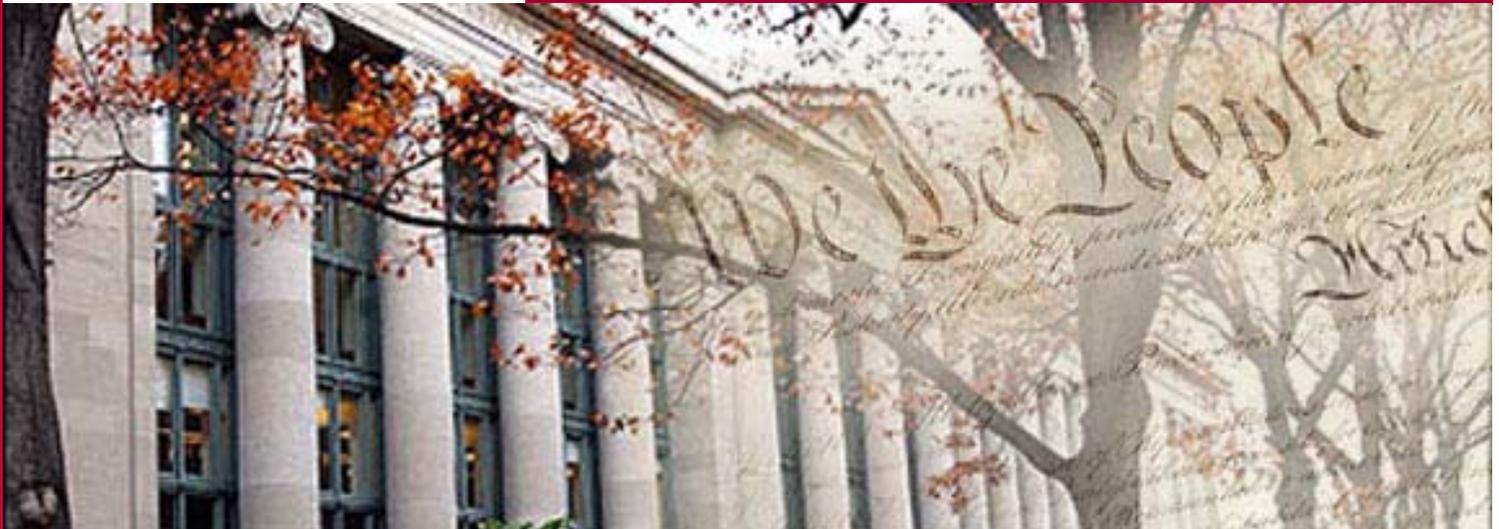# HARVARD LAW SCHOOL

Harvard Law First to Outsource Email at Harvard University

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—Pratike Patel, Manager of Network and Data Services, Harvard Law School

Background

Founded in 1817, Harvard Law School is the oldest continuously operating law school in the United States and the world's premier center for legal education and research. Outstanding faculty and gifted students and alumni contribute to this remarkable institution's leadership role in American and international legal education. Students come from all 50 American states and more than 70 countries around the world. Harvard Law School's 37,000 alumni form a worldwide network of professionals who advance the rule of law in society and help fulfill the Law School's mission of contributing to the common good. From the White House to the nation's State Houses, from corporate boardrooms to small nonprofits, from international capitals to developing nations-- every day, Harvard Law School graduates do extraordinary things.

Business Need

Basic email service provided to Harvard Law internally through Harvard University was less than satisfactory, according to Pratike Patel, manager of network and data services for Harvard Law School's Information Technology Services (ITS). "Our existing service was very outdated and didn't have the ability to meet our growth demands," he explained. "Response time was extremely slow, storage space was too small and features were very limited. As a result, HLS students resorted to free services like Yahoo!® Mail, Gmail® or MSN® Hotmail. On the ITS side, our costs for this very limited service had increased significantly during the past two years."

Looking ahead to their goal of supporting messaging for Harvard Law's 37,000 alumni as well as about 4,000 students, staff and faculty, the HLS team launched their search for a reliable email solution that would reduce costs, offer multiple email domains, plenty of storage and features, and high-speed response times.

HARVARD LAW SCHOOL AT A GLANCE

Students per year	1,880
Number of faculty	234
Number of alumni	37,000
Projected email users	42,000
Cost of tuition in 2006	$37,100

BUSINESS NEED
Feature-rich, highly scalable email service with fast performance, large storage and multiple domains

SOLUTION
Mail2World Pangia for Education
• Dedicated hosting environment
• 125MB to 1GB Webmail
• POP3, IMAP4, SMTP, Mobile Mail Access
• Integrated Anti-virus and Spam Protection
• Online Administrative Panel
• 24/7/365 Customer Care

BOTTOM LINE
Mail2World reliably powers & professionally manages HLS MyMail for students, faculty, staff and alumni for 1/10th the cost of the previous system

mail2world

HARVARD LAW SCHOOL

Mail2World Solution

The HLS team weighed the advantages and disadvantages of in-house solutions as well as several outsourced messaging providers. "Harvard Law School didn't want to be in the student email business," emphasized CIO Nathan Brown. "Even so, we seriously considered bringing email in-house because our standards for quality and control are very high. Ultimately, flexibility was the determining factor in our decision to consider outsourced messaging services."

"When outsourcing email, trust is a huge factor--and that's all about the people," Patel added. "HLS is a tough place to do business. Our philosophy for choosing a technology partner is to find a team who would weather the hard times when our relationship is truly tested. We also wanted a vendor with a vision for the future of email and the willing-ness to work with my team to identify and implement the features we need."

Brown and Patel traveled across the country to Los Angeles, California, to meet the people at the vendor on the top of their shortlist: Mail2World. "From 4,000 miles away, we liked the Mail2World technology, but in the end, we selected Mail2World because of its people," explained Patel. "When we met with the Mail2World team, we saw their passion for email and their dedication to working closely with their customers. They were very excited and enthusiastic about discussing Mail2World's strengths and vision. They also did not talk down the competition, Instead, they discussed their competitors' strengths and weaknesses in light of our messaging requirements--just like a good partner would."

Launching its new, full-service HLS MyMail in 2006 is the first time any school at Harvard University has outsourced email to an external vendor. Each mailbox was configured with a feature-rich, streamlined interface branded with Harvard Law School's logo and loaded with storage space up to 1GB.

Although Mail2World had an extensive selection of application program-mable interfaces (APIs) for almost all Mail2World functions, HLS had a more complex migration/implementation process requiring customized APIs. Mail2World developers built a series of special APIs that met HLS requirements and allowed the HLS team to fully manage the entire migration/implementation process on their own.

Results

"We were very nervous about outsourcing, since we were the first Harvard school to try it, but now we feel very, very confident about recommending Mail2World to other Harvard schools and any outside organizations," declared Brown.

The migration of existing accounts was completed successfully, despite the complexity and changes involved in that process. The cost of HLS mail has decreased by 90 percent, while storage space has more than doubled. The HLS MyMail now offers students and alumni email-for-life addresses with multiple domains, and students are enjoying feature-rich email service that equals or surpasses the free email services they were using.

"Harvard Law School is a very demanding customer, and Mail2World met every challenge we gave them," Patel said. "For example, we asked for complete insight into email usage, and Mail2World gave us a wide range of new message tracking tools." Outsourcing email did not mean Harvard Law's ITS team gave up responsibility for its users. Students still come to the ITS help desk, but now help desk personnel can use Mail2World's powerful administrative tools to help them inform and support users.

"Our new HLS MyMail has tremendously improved the student experience and brought us a lot of positive feedback from the student community," concluded Patel.

About Mail2World

Mail2World, (www.mail2world.net) designs, delivers and supports a technology-leading and award-winning suite of hosted business-class email and online collaboration services. Custom-engineered to handle tens of millions of mailboxes, Mail2World's Pangia Communi-cations & Collaboration Platform addresses the growing need for advanced, ultra-reliable and cost-effective email and collaboration in global enterprises, small and medium-sized businesses and large-scale service providers. The company's growing list of customers includes prominent organizations from around the world, such as publicly-traded corporations, top five colleges listed in Newsweek's America's Best Colleges 2007 report and some of the largest and most-recognized online properties. Founded in early 2000, Mail2World is a privately held corporation headquartered in Los Angeles, Calif.

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