zimbra®
A SYNACOR PRODUCT

Zimbra Powers IIJ's 5 Million IIJ xSP Platform Service/Mail Users

"We need access to the source code. It is a key capability required to offer high-grade service to our ISP customers. This was the primary reason IIJ chose Zimbra over other software packages, such as Microsoft." *Shigehiro Kinugasa, Manager, Mail Solution Section, Enterprise Solution Department, Network Cloud Division*

IIJ
Internet Initiative Japan

https://www.iij.ad.jp/

IIJ, Internet Initiative Japan Inc., was founded in 1992 as the first commercial internet service provider in Japan. IIJ, with its wide variety of network solution services, has expanded to serve over 11,000 customers and 10 million email accounts worldwide.

IIJ's Cloud Service Department develops and manages IIJ xSP Platform Service/Mail service for consumer email providers, cloud hosted and on-premises.

"IIJ has valued e-mail since its heritage, and IIJ xSP Platform Service/Mail is the service built on that heritage to host large-scale consumer ISP email services," said Shigehiro Kinugasa, Manager, Mail Solution Section, Enterprise Solution Department, Network Cloud Division.

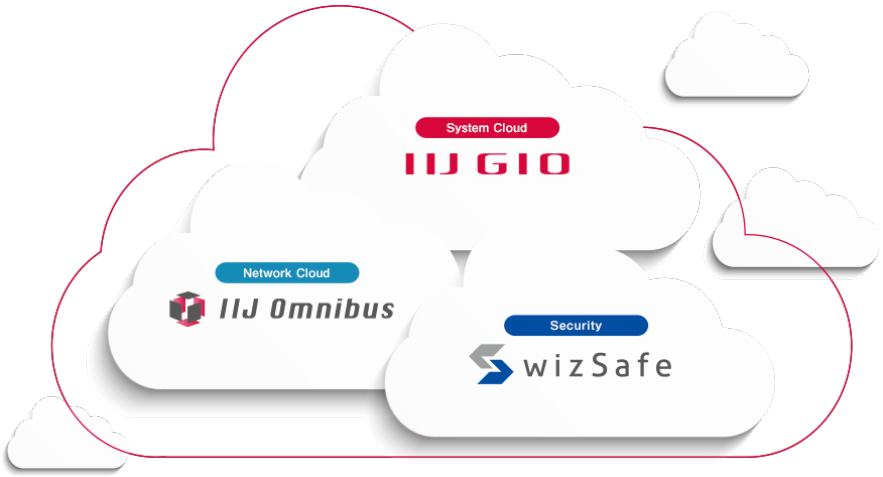
INDUSTRY
Internet Service Provider

CORPORATE HEADQUARTERS
Tokyo, Japan

PRODUCT
Zimbra Network Edition

KEY BENEFITS

- Open source-based software
- Scalable and stable
- Easy to use



"IIJ would like to collaborate even further with Synacor who has a deep global IQ, especially the North American ISP business, to build the future of messaging."

Kenzo Nagumo, Program Manager, Service Management Department, System Cloud Division

"The IIJ xSP Platform Service/Mail project is at the top of IIJ's CEO's radar, and it is a key strategic initiative. He mentioned this service in his annual kick-off presentation," Shigehiro Kinugasa, Manager, Mail Solution Section, Enterprise Solution Department, Network Cloud Division.

Internet Initiative Japan

Why Zimbra?

When IIJ started offering consumer email services to customers, they were using a "homegrown" email solution, but it could not meet their expanding requirements. To successfully serve large service providers, IIJ needed a scalable and proven product, which led them to choose Zimbra. Another of IIJ's key selection criteria was the fact that Zimbra offers Open Source Software, making it possible for their technical staff to serve their service provider customers promptly.

IIJ built their Zimbra expertise while they deployed for multiple service providers, so Zimbra was a natural choice for IIJ xSP Platform Service/Mail, IIJ's white label, multi-tenant hosted email offering for their consumer service provider customers. This service went live in early 2019. The first service provider customer hosts around 5M mailboxes and is in the process of serving more with Zimbra's multi-tenant capability.

Why Zimbra is still the best choice ...

IIJ's xSP Platform Service/Mail needs are both simple and complex, and Zimbra continues to be the only email platform that can do it all. IIJ xSP Platform Service/Mail's supporting email platform must be:

- **Stable & Scalable**: Zimbra can be scaled to IIJ's needs while remaining stable. According to Kinugasa, "There aren't many e-mail software packages that are scalable and also yet stable. And Zimbra supports large mailboxes. Large mailbox support, scalable and easy-to-use web mail are key factors for our technology choice."
- **Easy to use**: Kinugasa said, "Zimbra is highly functional and offers easy to use web mail, especially compared to other competitors. It is much more friendly for end-users from a UI/UX perspective."
- **Open Source Software**: "We need access to the source code. It is a key capability required to offer high-grade service to our ISP customers. This was a primary reason IIJ chose Zimbra over other software packages, such as Microsoft," said Kinugasa.
- **Easy to customize**: IIJ's xSP Platform Service/Mail uses Zimbra's out-of-the-box features (email, calendar, contacts) and has further customized their customers' experiences with Zimlets. One example is IIJ's Secure Message Mark Zimlet. The Secure Message Mark Zimlet provides a visual cue to web mail users if an e-mail was sent from a proven sender, and it displays several ranks, such as from within the designated service, known source or from suspicious origin.

What's Next?

IIJ will continue to expand the number of customers hosted on the IIJ xSP Platform Service/Mail system. "We are committed to offering the best in breed communication service. IIJ would like to collaborate even further with Synacor who has a deep global IQ, especially the North America ISP business, to build the future of messaging," said Kenzo Nagumo, Program Manager, Service Management Department, System Cloud Division. For more information, visit www.zimbra.com.

zimbra® A SYNACOR PRODUCT

Copyright © Synacor, Inc. All rights reserved. This product is protected by U.S. and international copyright and intellectual property laws. ZIMBRA is a trademark of Synacor, Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.