

Comparison with open source solution integrators

Harness the Linux/Open Source advantage without trouble.

	Mithi as a Technological partner & Solution Provider	Open Source Solution Integrators
Customers	<p>Mithi's experienced team and processes, keeps the email for large customers with thousands of users running 24/7. E.g</p> <p>IDRBT (migrating from MS Exchange to Mithi Connect Server™, 2 enterprise Servers, hosting for many banks, @45,000 users)</p> <p>VSNL (1 enterprise server, providing web access to mail to around 2000 active users from amongst the lakhs of registered users)</p> <p>POL (1 enterprise server, hosting email for @45,000 users)</p> <p>Mailjol (1 enterprise server, hosting 1.5 lakh users with 5 domains having managed messaging)</p> <p>...</p>	<p>Not suited to service carrier grade messaging requirements.</p>
Research, design and development.	<p>Although Open source provides a good starting point, and building on open-source cuts down the cost of research and development (therefore we have a licensing cost lower than the solutions based on proprietary standards) it does not eliminate the need for R&D and the need to refine and fine-tune the software.</p> <p>Mithi has done research on many open-source components (over the last 3 years and have spent over 30 man years and over 3 crores in investment) to arrive at the set of well fitting software that works well together and that provides the desired performance and functionality.</p> <p>With Mithi Connect Server™ you continue to get the benefit of the ongoing research in the form of upgrade packs.</p>	<p>Solutions are mostly configured in an ad-hoc manner. There is no ongoing research and development on integration of the various components.</p>
Scalability	<p>Mithi and Intel have together spending more than Rs. 50 lacs on the scalability exercise alone for Mithi Connect Server™. Plus the solution has demonstrated scalability on VSNL, Mailjol, POL, IDRBT...</p>	<p>??</p>
Reliability	<p>What you use is what we use – Mithi Connect Server™ is used inside our organization to run our business and to build our products. Our corporate email and intranet connectivity are run on Connect Server. This ensures continuous testing, and sensitivity to customer demands and problems.</p>	<p>Cant say.</p>
Usability and Packaging	<p>Open source software are high quality code but are sometimes inadequately packaged for the end user. This is where the bulk of our work lies in making it easy for end users to work with it</p>	<p>Solution Integrators provide these solutions as a service and therefore pay little attention to creating an easy to use interface for their</p>

		to use interface for their customers This in turn requires users to learn and struggle and with the cryptic commands and settings to maintain the system or rely on the services of an 'expert'
Routine maintenance	Do it yourself - adding users, deleting users, viewing server activity, resetting quote etc, - can be easily done from a Windows PC connected to the server with our web based GUI remote administrative consoles – Mithi Server Manager™. So there is no need to have a 'Linux expert' to manage the system	Usually the solution provider/Linux expert charges on a visit
Updates/Upgrades and fixes.	Mithi is continuously upgrading the software to improve its performance, add new features, security updates, improve manageability, and solve problems. Upgrading the software happens without disruption. We have already provided multiple upgrades to our existing partners in the form of an upgrade CD or over the internet as a single click installable.	Usually no such proactive upgrade support is forth coming.
Hands free installation	Mithi Connect Server™, can be easily installed from the installation CD with a simple processes for setup and maintenance. If you have to reinstall, you don't have to pay a consultant.	Pay per visit. - One of our big customers, had called one so-called Linux expert to install and configure open source software for them, and then the hard disk crashed. The person who had setup the software (and only he knew how it was done) is no more contactable
Partnerships	Mithi is working with a number of partners like Intel, Red Hat, HCL, Red Hat etc. for validating the solution from a variety of perspectives. Mithi is working closely with these partners in the design and development of this solution to ensure scalability, security and reliability.	None
Feature Rich web based mail client.	Mithi Web Mail™ - share PCs amongst many users by accessing mail privately with full security using a browser. In addition applications like Mithi Personal Address Book™, Mithi Global Address Book™, Mithi Corporate Directory™ enhance the collaborative aspect of the solution.	Usually offer only whatever is available in the Open Source domain.
Support hotline – email, chat, phone and on-site support to tackle emergencies and issues.	Email is critical for your business – so we have designed a complete framework to support and maintain your email network. That includes support for migration to a new server or upgrade of your server hardware or even a new platform, Cross platform Integration with other systems...	Most Solution integrators are ill equipped to do this especially with regards to integrating the email system with the existing software in an organization.
Future	Our team is highly skilled, experienced and has the expertise to rework open source code to provide fixes and features. E.g.	It's most likely that there is no ongoing program to develop

	Administrative alerts, reports, error handling, recovery etc.	deep competencies
Upcoming Features	Upcoming support for Public folders, public address book, and a host of useful features. Integration of a knowledge sharing and management system for corporate users to share documents, email and notes.	
Multilingual extensions	The Mithi Web Mail™ works in all 11 Indian languages.	No such facility available in the open source domain.

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