



Overview

Country or Region: Taiwan and China
Industry: High tech and electronics

Customer Profile

Delta Electronics is the world's largest producer of switching power supplies and a major supplier of electronic components for a variety of industries. It is headquartered in Taipei, Taiwan, with manufacturing facilities throughout Taiwan and China.

Business Situation

As a multinational company, Delta Electronics relies on e-mail as its primary means of communication. The company wanted to improve its messaging system, currently based on Microsoft® Exchange 2000 Server.

Solution

In 2006, Delta Electronics deployed beta versions of Microsoft Exchange Server 2007 and Microsoft Office Outlook® 2007.

Benefits

- Convenient anywhere access to messages
- Easy-to-use calendaring features
- Higher performance and lower costs
- Easier IT management

Delta Electronics Improves Employee and IT Productivity with Unified Messaging Solution

“Anywhere-access features in Exchange Server 2007 satisfy the needs of our employees, management personnel, and sales and service staff. These features especially support the mobile-office requirements of our marketing and operations employees.”

Wang Wen Da, Regional Senior Manager, Information Technology Department, Delta Electronics

Delta Electronics is a major supplier of power systems, electronic components, visual displays, and networking products. Because Delta Electronics has research and production facilities, sales offices, and clients located around the world, the company depends primarily on e-mail for international communications. The company's IT department maintains 3,700 e-mail accounts using Microsoft® Exchange 2000 Server. Recently, the company considered ways to improve its messaging system and make it easier to use. In support of this goal, in 2006, Delta Electronics evaluated a beta version of Microsoft Exchange Server 2007. The company was interested in its features of anywhere access, unified messaging, IT management, and high availability and reliability. With 200 employees having migrated to the new solution, Delta Electronics is better prepared to upgrade its messaging system companywide.

“By integrating traditional telephone, fax, and voice-mail systems, Exchange Server 2007 guarantees effective communications anytime, from any location.”

Wang Wen Da, Regional Senior Manager,
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Situation

Headquartered in Taipei, Taiwan, Delta Electronics is a leading provider of switching power supplies and a major source for power management, electronic components, industrial automation, and networking products. The company is also a pioneer in developing visual displays based on microdisplay technologies. Established in 1971, Delta Electronics has manufacturing plants in Taiwan and China, as well as research and development centers and sales and service offices throughout the world.

Delta Electronics uses e-mail to communicate with global customers, sales offices, and factories. The company views its enterprise-quality IT infrastructure as a strategic investment—one that must be kept up and running 24 hours a day, seven days a week. Delta Electronics chose Microsoft® Exchange 2000 Server as the solution to provide critical enterprise messaging functions.

To accommodate business growth and provide better usability, the company recently looked at upgrading its messaging system.

Solution

In 2006, as part of a pilot project, Delta Electronics evaluated beta versions of Microsoft Exchange Server 2007 and the Microsoft Office Outlook® 2007 messaging and collaboration client.

The company worked with a Microsoft partner to help with deployment. Only one day was required to upgrade the Active Directory® service, a component of the Windows Server® 2003 operating system that provides a central location for managing and securing user accounts, computers, and applications.

During the installation, Exchange Server 2007 setup wizards automatically divided the software's server functions into five server

roles. The five server roles include the following:

- The Hub Transport server role handles internal transport and routing and is tightly integrated with Active Directory. It can also apply policies to messages to enforce compliance requirements.
- The Client Access role supports mailbox access from remote sources.
- The Edge Transport role provides antivirus and anti-spam protection for Exchange Server at the perimeter of the network.
- The Mailbox role is responsible for hosting mailbox databases that contain users' e-mail, calendar, contact, and task data.
- The Unified Messaging server role makes it possible for users to receive voice-mail, e-mail, and fax messages and calendar information in their Exchange Server inboxes.

After setting up the servers, Delta Electronics migrated 200 employees' mailboxes from Exchange 2000 Server to Exchange Server 2007.

Benefits

With the deployment of Exchange Server 2007, Delta Electronics employees gain convenient access to messages and efficient calendaring functions, both of which improve productivity. The IT department also gains a high-performance, highly reliable system that's easier to manage and more cost-effective.

Convenient Anywhere Access to Messages

The new solution helps employees connect to their e-mail, voice mail, calendars, and contacts from a variety of clients and devices. “Anywhere-access features in Exchange Server 2007 satisfy the needs of our employees, management personnel, and sales and service staff,” says Wang Wen Da, Regional Senior Manager, Information

“With Exchange Server 2007, the IT department can enjoy greater manageability and convenience. This greatly enhances work efficiency.”

Claire Hsiau, System Management Manager,
IT Department, Delta Electronics

Technology Department at Delta Electronics. “These features especially support the mobile-office requirements of our marketing and operations employees.”

With Exchange Server 2007 unified messaging, voice-mail and fax messages can now be stored in an Exchange Server 2007 inbox that employees can access using Office Outlook 2007, Microsoft Office Outlook Web Access, or a mobile device. Employees can access the inbox from a telephone—through touch tone or speech-enabled menus, they can hear and act on their calendar information and listen to e-mail messages as they are translated from text to speech. “By integrating traditional telephone, fax, and voice-mail systems, Exchange Server 2007 guarantees effective communications anytime, from any location.” adds Da.

Easy-to-Use Calendaring Features

Delta Electronics employees are using new calendaring features in Office Outlook 2007 and Exchange Server 2007 to more easily schedule conferences and other activities. The system resolves scheduling conflicts and marks meeting requests as tentative on recipients’ calendars until they can act on the request. Resources (meeting rooms, projectors, and so on) can automatically accept requests when they’re available, or they can automatically decline when they’re not and then send a message describing the conflict. Employees can efficiently schedule meetings by following visual cues that highlight the best and worst dates and times to meet, based on the schedules of the meeting invitees and of the required meeting resources.

Higher Performance and Lower Costs

Exchange Server 2007 supports a 64-bit environment, reducing disk input/output demands on IT systems while increasing the number of mailboxes that a single server computer can store. This increases system

performance and can greatly reduce the initial capital investment required for migration, lowering the total cost of ownership.

Additionally, local continuous replication (LCR) improves system reliability by continuously copying Exchange Server information across multiple disks on a single server. This practice establishes an automatically updated second copy of the production database on the local server. In the event of a disk failure or data corruption, it’s easy to switch to the copy. The company believes this technology will reduce the cost of data backup and recovery by replacing previous more expensive solutions. LCR technology also reduces the frequency of backup procedures to once a week or even longer, which frees IT managers’ time for more productive use.

Easier IT Management

Delta Electronics has found that Exchange Server 2007 efficiently supports four key areas of IT administration—clients, servers, clusters, and tools. For example, the company is using the Exchange Management Console, a graphical user interface for common administrative tasks. With this tool, management actions are easily discovered through the action pane, and navigation is simplified to three levels deep. Also, the Exchange Management Shell is a command-line interface tool that supports scripting and unattended installs, batching, and reporting.

Additionally, Exchange Server 2007 includes features that help IT managers keep their environments more secure and in compliance with policies. Along with antivirus and anti-spam extensibility, Exchange Server 2007 offers Managed E-Mail Folders that can classify communications between different departments or workers according to information content, dates and times, senders and recipients, and other compliance

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For more information about Delta Electronics products and services, visit the Web site at: www.delta.com.tw

criteria. "With Exchange Server 2007, the IT department can enjoy greater manageability and convenience," says Claire Hsiau, System Management Manager, IT Department at Delta Electronics. "This greatly enhances work efficiency."

Microsoft Server Product Portfolio

For more information about the Microsoft server product portfolio, go to: www.microsoft.com/servers/default.aspx

For more information about Microsoft Exchange Server, go to: www.microsoft.com/exchange

Software and Services

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 - Microsoft Exchange Server 2007
- Microsoft Office
 - Microsoft Office Outlook 2007

- Technologies
 - Active Directory
 - Microsoft Office Outlook Web Access