



## CASE STUDY | RACKSPACE

# OX Dovecot Pro, OX Drive and OX Documents – **path to growth**

### The challenge

Large email and website providers are under constant pressure to reliably improve their performance and functionality at an affordable price for end-users and themselves. Customer retention is incredibly important for hosters like Rackspace looking to grow a sustainable business. Useful functionality, quality customer service and reliable performance were all identified by Rackspace as crucial factors for achieving this goal. By partnering with OX Dovecot, Rackspace has tackled this challenge head on.

### **Saving Rackspace rack space**

Having previously deployed OX Dovecot across its thousands of servers for many years, Rackspace made the decision to upgrade to OX Dovecot Pro in 2016. The objective of the move was to elevate its email platform's performance, whilst reducing server footprint.

By migrating to an object-based storage model and deploying OX Dovecot Pro, Rackspace has been able to reduce its server capacity to just a fifth of its previous size. The impact of this footprint reduction in cooling, power and service costs alone represented a huge return on investment for the company.

### About Rackspace

Rackspace is a global company with more than 200,000 customers across 120 countries, hosting more than 60% of the Fortune 100 with a product portfolio including email, collaboration, web apps, data services and private cloud services.

The company is one of the largest managed cloud companies in the US and considers its "fanatical customer support" to be a key differentiator.

For further information, please visit:  
[www.rackspace.com](http://www.rackspace.com)

# Functionality that sticks

## The solution

To provide additional value to its customers Rackspace also decided to roll out new productivity functionalities in 2017. The Rackspace team turned to Open-Xchange for a bespoke product combining OX Drive and OX Documents.

Following the 2017 rollout, tens of thousands of Rackspace customers have opted for the storage and productivity benefits afforded by OX Drive and OX Documents.

## The best possible performance

The partnership with Open-Xchange has helped Rackspace remain competitive, saving substantial maintenance costs and adding even greater value to its many thousands of customers.

“Both OX Dovecot Pro and the OX App Suite bring tremendous benefits to the Rackspace Email platform. On top of ongoing hardware savings we’re also seeing a really nice increase in revenue; as more and more customers move to our premium offering. Also, as a support-focused company, it was imperative that we partner with a company we thought would be there for the long haul. The OX team has been tremendous in helping us get to where we need to go; even showing flashes of their brand of Fanatical Support.”

Director of Product at Rackspace

“OX Dovecot Pro is saving Rackspace up to 50% of the storage capacity needed for full text indexes compared to other open source alternatives. The optimized mailbox format is tuned for fast indexing and searching in order to retrieve emails in the most efficient way possible, something customers really value.”

Open-Xchange

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