

**INDUSTRY**

Scuola Normale Superiore in Pisa, Italy is the foremost amongst excellence schools in the Italian National University System. The greatest resources of Scuola Normale are their students. All of the Scuola Normale students are elected for admittance based upon a merit system that is filtered through a competitive exam. Once the students are admitted, they live and study in a completely free of charge residential system. Scuola Normale has two traditional areas of study, Physical and Natural sciences, as well as Philosophy and Mathematics. They provide two paces of study, including accelerated courses geared towards intense academic improvement.

**CommuniGate Pro earns a Degree of respect from Scuola Normale Superiore – Pisa****CHALLENGE**

Prior to their implementation of CommuniGate Pro in early 2000, their e-mail services were provided by heterogeneous hardware and software systems. They ran VMS mail, Microsoft Exchange, and Sendmail, all across three different platforms. These three solutions were not cross-compatible with each other, and as a whole, required hours of maintenance and supervision. The IT staff “needed a solution that would be able to unify all of their students and teachers E-mail accounts into a single system as well as provide standard, RFC based protocols and e-mail services.”

**SOLUTION**

After a lengthy review cycle the technical department (CEIC) of Scuola Normale Superiore choose CommuniGate Pro to process and handle their daily electronic communications and, working closely with the Italian CommuniGate partner Answer VAD SRL. Over 1,000 registered accounts are active across three different domains and, “we are confident as we expand and incorporate new users that our e-mail systems will be able to expand and incorporate new traffic,” added Mr. Lucio Pileggi, IT staff member in charge of Unix, high performance computing and e-mail services.

CommuniGate Pro runs flawlessly across their existing systems, and even though their proprietary reason for implementing CommuniGate Pro is e-mail communications, additional features are also important to them. Eventually they plan on including other rich-media applications such as instant messaging to enhance their existing systems, as well as exploring the world of possibilities VoIP has to offer working closely with the Italian CommuniGate partner Answer VAD SRL.

#### SYSTEM ARCHITECTURE

Scuola Normale Superiore has one powerful machine to maintain their entire e-mail system, containing 1 double processor Intel Xeon CPU running at speeds of 3.4Ghz, with 4GB of RAM. Their communications server is connected to a U320 SCSI Disk system for mass storage and enhanced security. This simple yet powerful configuration allows for Scuola Normale Superiore to provide electronic communications to their students and teachers that are not only reliable but scalable.

#### BENEFITS

CommuniGate Pro has not only handled their e-mail communications beyond their expectations, the software has provided them with the ability to plan for the future and to add additional features on the go. Almost all web 2.0 features that could be requested by an organization can be found in the CommuniGate Pro offering. While Scuola Superiore has explored the possibility of the addition of Instant Messaging and VoIP to their existing communications server, they are also excited to know that other applications such as video, streaming audio and live RSS news feeds are all available to them via the widely renowned Pronto! Interface.

Their students and teachers can confidently rely upon CommuniGate Pro to handle their daily communications on the go as well. With the Flash based client Pronto! users can access Unified Communications via any browser and experience without installing any client a desktop-like environment. Individual users can now check their e-mail and keep up with their communications in the classroom, at home, in the libraries, or wherever they need the ability to communicate most. Via the ActiveSync/ AirSync protocol, electronic communications could also be accessed by students and staff on the go, as long as an internet connection was present. That means if Individual students or staff were on vacation, engaging in on-site research, or just checking their e-mail, CommuniGate Pro is able to handle all their daily communications.

