

news release

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Gem picks robust MailSite e-mail server to process messages for more than 16 million Internet users

Belfast and US-based global e-mail company, gem, which provides on-line customer care and processes messages for more than 16 million internet users worldwide, has selected Rockliffe MailSite as a core component of its back office e-mail infrastructure.

Gem provides e-business interaction solutions for large companies and organisations with high volumes of inbound and outbound e-mail. It handles e-mail enquiries and gathers data to improve on-line sales and customer service. Few companies are equipped to respond to large volumes of e-mail traffic and gem enables companies to outsource this important service.

“E-mail is vitally important to gem, because our customer’s advertising campaigns and customer care departments can generate thousands of e-mail responses a day, every one vitally important. Because of this volume we needed a resilient solution that we could rely upon. Rockliffe MailSite provides us with a rock solid solution that enables us to deliver the very best service,” explained Kieran McGowan, gem’s vice president of technology.

“The importance of e-mail to gem’s business and the vast volume it handles demonstrates how reliable and scalable MailSite is in operation, “ added Alun Davies, Rockliffe’s European director.

MailSite has been developed specifically for Microsoft Windows NT/2000 and enables customers to benefit from the lower set-up and maintenance costs of Microsoft Windows NT/2000 without compromising reliability. Rockliffe currently has customers running more than half a million mailboxes on a single NT server.

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Because of its reliable performance in high volume deployments, Rockliffe MailSite is frequently selected by ISPs and ASPs that need to provide a high level of service to their customers. MailSite also enables ISPs to provide customers with both Web-based e-mail (MailSite Express) and WAP e-mail (MailSite Pocket) services in addition to standard e-mail functionality. It enables ASPs to offer LDAP3 integrated user database, IMAP messaging store, delegated Web administration, list server and advanced SPAM, porn and virus filtering features.

About gem

Gem is based in Northern Ireland and has a US office in the mid west. It has secured funding of £7 million to finance its expansion programme and has recently announced plans to create more than 700 new jobs. For further information visit www.the-gem.com

About Rockliffe

Rockliffe is a leading developer of scalable messaging and e-mail solutions for Internet Service Providers, Application Service Providers, and corporations. Rockliffe is based in Campbell, Silicon Valley, California and was established in 1995. Its international headquarters are in Leeds, UK. Rockliffe has several thousand customers worldwide hosting more than 10 million mailboxes. These include leading ISPs such as Digex, unified messaging providers such as VocalLink and large corporations including BT, Boeing, Cambridge University and UK government departments.

Rockliffe MailSite can be downloaded for 30 days free trial from www.rockliffe.com and prices start at \$495 for up to 50 users. For further information please contact Rockliffe's European headquarters on 0113 209 5544 or visit www.rockliffe.com.

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