



Overview

Country or Region: United States

Industry: Manufacturing

Customer Profile

Axcelis Technologies, Inc., in Beverly, Massachusetts, provides innovative semiconductor manufacturing solutions including ion implantation, rapid thermal processing, and cleaning and curing systems.

Business Situation

When Axcelis initiated a move to Voice over IP, the company sought tightly integrated communications that would remain secure and available. Unified Messaging and integrated security were both required.

Solution

Microsoft® Exchange Server 2007 with Unified Messaging capabilities, combined with Trend Micro™ ScanMail™ for Microsoft Exchange, resulted in a productive, easily managed, and secure e-mail solution.

Benefits

- Creation of a secure, collaborative environment
- Single view of all messages
- Integration with mobile communications
- Application-independent viewing of files
- Simplified deployment

Semiconductor Solution Manufacturer Protects Confidential Communications

“Making changes to our communications systems could have inconvenienced our employees—and potentially affected revenues—but everything went extremely well and we’ve been very impressed with the new Exchange Server 2007 software.”

Jim Ferguson, Senior Exchange Administrator, Axcelis

The innovative and interactive environment at Axcelis Technologies, Inc. depends on efficient communications. As a result, Microsoft® Exchange Server has long been a vital part of operations. When Axcelis considered a move to a Voice over IP (VoIP) system with support for Unified Messaging, it also saw an opportunity to consolidate messaging technologies. By moving to VoIP and Microsoft Exchange Server 2007, the company is now able to centrally store, access, and manage all messages (voice mail, e-mail, and more), enhancing overall communications and simplifying processes for users and IT. A long-time Trend Micro customer for messaging security, Axcelis counted on the long-standing Microsoft–Trend Micro partnership to continue securing the Exchange Server environment, ensure its availability, and protect the company’s proprietary information.



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Situation

Based in Beverly, Massachusetts, Axcelis is the top-ranked producer of equipment for ion implantation and other processes involved in semiconductor manufacturing. More than 1,600 employees contribute to its global operations, and its customers include many high-profile names in the industry.

The long-term success of Axcelis stems from the company’s belief in the power of insight. To foster insight, Axcelis encourages collaborations between its employees and customers, industry researchers, and scientists. Collaborations are a hallmark of the company’s culture. Bringing a continual stream of process advances to market requires that all members of the Axcelis team have access to each other’s knowledge, ideas, and up-to-date project status. Since Axcelis is one of only a handful of companies that designs and manufactures process-enabling solutions for the semiconductor industry, these collaborations must be supported within a secure environment in which intellectual property is closely guarded.

Microsoft® Exchange Server has been a vital component of the Axcelis collaborative messaging environment. Day-to-day operations rely on e-mail to efficiently connect local and remote employees, as well as partners, and allow them to communicate project goals, design criteria, and progress reports. For years, Trend Micro™ ScanMail™ Suite for Microsoft Exchange has kept this key messaging infrastructure up and running despite being otherwise out of sight and out of mind since deployment. At the same time, voice mail has also served as a convenient medium for sharing ideas, especially when there is no access to a computer. A recent move to a Voice over IP (VoIP) phone system, enabling integrated Unified Messaging, spurred Axcelis to consider many technology options.

Solution

The advent of the Microsoft Exchange Server 2007 operating environment—supporting new types of communications within the inbox and offering new methods of inbox access—has given the company an opportunity to consolidate these two essential channels of collaboration. To realize significant reduction in cost and complexity of communications, Axcelis initiated the move to this new companywide messaging system that could effectively manage all its messaging needs in a unified manner. Now e-mail, voice mail, faxes, and other content will be readily available via Microsoft Office Outlook® messaging and collaboration client, Outlook Web Access, and even voice over the phone.

Exchange Server 2007 also has other features of interest to Axcelis users and IT, including:

- **Performance and scalability**—The 64-bit mode support from the operating system, Exchange Server, and ScanMail take advantage of x64 hardware systems for faster communication and greater scalability from consolidated infrastructure at a lower total cost.
- **Tools for management**—New tools and features simplify day-to-day maintenance, monitoring, and troubleshooting efforts. In particular, the Exchange Management Shell introduces a tool for scripting complex tasks with minimal code. And Outlook Autodiscover automates many of the previously required steps for configuring Outlook profiles.
- **Security and availability enhancements**—Exchange Server 2007 includes a number of updated security and reliability features. A new application programming interface (API) provides enhanced programmability and access to the built-in transport agents, including more detailed data on virus scan status. With the new API, ScanMail customers gain the ability to use trusted

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scans and incremental scanning for improved efficiency. Additionally, a new clustering option for more affordable high availability is a part of Exchange Server 2007 and supported by ScanMail for easy deployment and management. Companywide security at Axcelis is based on solutions from Trend Micro and its partner Microsoft, giving Axcelis the flexibility to adapt its existing security solutions to the Exchange Server 2007 environment.

Axcelis took advantage of the Microsoft Technology Adoption Program (TAP) to get an early start on their deployment of Exchange Server 2007. Jim Ferguson, senior Exchange Server administrator at Axcelis, said, “As a participant in TAP, we received excellent support from Microsoft. We were very anxious to start building our messaging solution with the new Exchange Server 2007 features and this program allowed us to coordinate the release with our VoIP initiative. Making changes to our communications systems could have inconvenienced our employees—and potentially affected revenues—but everything went extremely well and we’ve been very impressed with the new Exchange Server 2007 software.”

Through the TAP, Axcelis was also able to acquire a pre-release version of ScanMail Suite for Microsoft Exchange 2007 from Trend Micro (a long-time Microsoft Gold Certified partner) that delivers performance enhancements for the Microsoft product. It also includes new protections against spyware and zero-day threats, in addition to viruses, spam, phishing, and unwanted content. Improved scan efficiency and tighter integration with the Microsoft operating environment lower the impact on the IT infrastructure and management team at Axcelis.

“ScanMail Suite for Microsoft Exchange provides extended protection for our e-mail. It also makes my life easier by taking advantage of many Microsoft features and products such as the Outlook junk mail folder, Microsoft Operations Manager, and remote deployment via Systems Management Server,” said Ferguson. “The coordination between the two vendors and the tightly integrated solutions provide a robust foundation for us, especially with ScanMail’s ability to fully operate in 64-bit mode.”

Benefits

Combined with the new VoIP service, Microsoft Exchange 2007 gives Axcelis a solution tailored to its environment and employees. “Microsoft has done a great job of listening to Exchange Server users,” said Ferguson. “The 2007 release includes a lot of productivity enhancements for users and our IT staff, as well as improvements to the overall design that give us a strong messaging foundation for the next several years. And the Microsoft–Trend Micro relationship gives us a platform with the enhanced security that we require to protect our business.”

Creation of a Secure, Collaborative Environment

Although its operation is usually out of sight and out of mind, ScanMail Suite delivers the security on which Axcelis has depended for years. The secure environment enables the interactive collaborations that are so integral to the Axcelis culture.

“The Exchange Server 2007 foundation is a great combination of integrated functionality and an open design,” explained Ferguson. “Microsoft works with partners like Trend Micro—who give us solutions that protect our business—while also integrating as much functionality as possible to simplify our support efforts. We get the benefits of a strong environment with the ability to

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interoperate with other strategic technology providers.”

Single View of All Messages

Using any of the supported Exchange Server clients—desktop, mobile, Web, and phone—users now have a single access point for all electronic communication media: voice messages, e-mail text and files, calendar and contact information, and facsimiles. Users also have an option to forward messages (text or voice) from one client to another. This gives flexibility to anyone that might need a more private way to review voice messages, for example, in cases when playing back messages on a PC might not be practical or convenient.

Integration with Mobile Communications
Since all messages are handled uniformly, Exchange Server 2007 allows forwarding of messages to mobile phones. This capability also gives “road warriors” convenient access to all messages— anytime, anywhere.

Application-Independent Viewing of Files

Microsoft Exchange 2007 allows attached files to be viewed with a Web browser, making it possible to access the content from even more mobile systems or phones. It’s also another productivity booster for road warriors, who often check e-mail messages at airport kiosks or other locations where they do not have access to the full suite of Office applications.

Simplified Deployment

The expanded built-in functionality of Exchange Server 2007, including features like resource management, has allowed Axcelis to eliminate previously added-on programs. This arrangement simplifies support and provides a superior design with fully integrated capabilities. For example, conference room reservations are now set up using Exchange Server folders instead of a separate conference room reservation

application. IT gains a less complex software environment, and users gain a more informative system for reserving rooms or projectors with automatic text e-mail messages generated to remind users about facility requirements or resources. The long-standing Microsoft–Trend Micro relationship continues to ensure advanced yet easy-to-support security.

For More Information

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