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Developing MailManager

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MailManager is an email response management product written in Python. It is built on top of Zope and runs against an SQL database. The source code is freely available under the GPL. MailManager is sold to customers either as a web based application, an appliance server, or via support contracts. Additionally, customers often pay for modifications of the software, which are normally merged into the main development release.

Some of the main challenges for development include the additional overheads of maintaining datasets for multiple revisions of the product for open source users, and ensuring compatability with a large range of target platforms. An international customer base requires i18n support throughout the product. Additionally, continual feature requests need to be developed and managed against the public release cycle.

The development process makes heavy use of a test based methodology. BuildBot is used to run the test suite automatically on all supported platforms. Some of this code is also reused in order to provide extensive runtime monitoring of the product, and ensure it is functioning correctly.

Logicalware (the company behind MailManager) was one of the first companies in the UK to receive VC funding for developing an open source product.

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