



Pygmalion

Customer Solution Case Study

Envy Create – a multi-national digital design agency - uses Microsoft BPOS / Business Productivity Online Suite to achieve cost-effective and reliable communications and collaboration.

“It’s cloud-based so we can use it everywhere and anywhere around the world. It’s a much better package than we had before.” – Adrian Le Mans, Managing Director, Envy Create

Overview

Country: United Kingdom

Industry: Marketing & Communications

Customer Profile

ENVY is a leading Creative Marketing and Communications Agency with offices in the USA & Europe, but with a reach that extends throughout EMEA and Australasia

Business Situation

ENVY with an international client base, frequently conducts assignments utilising teams comprising employees that are located across its international network of offices. The work requires continuous collaboration and communications between the team members to ensure the client’s solutions are developed effectively within the typical context of a brief and requirements that are constantly changing.

To facilitate collaboration and communications,

great dependency was placed on the use of email. Partly as a result of previous company acquisitions, ENVY were using an email solution based on a disparate range of technologies and email clients, including Exchange and POP, etc. giving both an inconsistent end-user experience and range of features.

The email solution was hosted and supported by external IT suppliers, whom did not provide any SLA’s (Service Level Agreements) for guaranteed uptime and service quality. Resulting in poor service levels and slow response times to fix issues. In addition the IT supplier contracts were very expensive and inflexible.

Solution

ENVY decided to rationalise their email solution based on multiple technologies to a single technology platform. They also defined high level business requirements for collaboration and communications in general,



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not just email. These included: competitive pricing ; flexible supplier contracts; guaranteed high levels of service and uptime; enterprise level features such as calendaring, archiving; ability to provide email clients for PC's and MAC's; document management; web /internet conferencing; ability to integrate with a future planned CRM solution;

After a review of various supplier offerings and solutions, ENVY identified Microsoft's BPOS (Business Productivity Online Suite).as best meeting its business requirements, both in the short term and the long term. This Cloud services based solution also met one of the company's strategic objectives of allowing it to focus its management & employee resources, and capital wholly on its core business activities, rather than being distracted trying to operate and finance its own IT.

To assist in the implementation of BPOS, Pygmalion, a Microsoft Gold Partner was contracted.

As a first phase Pygmalion provided services to implement an improved email solution, and these included:

- Provide project plan for migration of employees located in USA, Europe
- Ensure backups of existing and archived emails.
- Migration of emails stored in Exchange, POP servers, and local /PST mail stores to BPOS Online Exchange.
- Migration of user accounts from on-premise to BPOS Active Directory.

- Creation of end-user manuals
- Configuration of email clients for both Windows and MAC based PCs /laptops utilizing remote support tools where necessary.

- Creation of end-user manuals
- Testing and handover.

The migration was completed over a weekend to ensure minimal/ no disruption to the email solution.

A second phase of work will involve migrating the company's documents stored in a variety of 'locations' i.e..file shares distributed across several servers - to a centralized document management system on SharePoint Online.

Benefits

- An enterprise class email solution with a low fixed monthly charge.
- A reduction of at least 70% in the operating cost of providing email services compared to a previous hosting contract.
- Improvement in the uptime of email services to 99.9% compared to the previous situation with frequent downtime and an inconsistent quality of support.

Contacts and More Information

For more information about Pygmalion

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