

PER, LLC

Material placement company gains reliable, cost-effective services for their agents across a variety of mobile devices through the implementation of Microsoft Exchange Online.

An aging on-premise e-mail server was starting to cause some issues for this fast-paced company's fleet of field staff. Microsoft Exchange Online, together with BlackBerry Cloud Services, gives them the ability to access urgent e-mails, contacts, and calendar entries regardless of their location or the type of mobile device. Along with simplifying their system administration, moving to the cloud helps keep business communication running smoothly even when office internet services are down.

Situation:

Based in Rocky Mount, Virginia, PER provides material placement services to clients across a multi-state territory. It's vital that field staff arrive on time and aware of last-minute changes in project specifications and their schedule. As their aging Exchange Server 2003 provided limited connectivity to field staff's mobile devices, PER began looking for an updated solution. An upgraded on-premise Exchange Server would not only involve a significant implementation expense, but could also not guarantee continued service to teams in the field in the event that the home office's internet connectivity was down. The new solution needed to work equally well for desktop computers in the home office and across mobile devices that included BlackBerry, Android, and iPhone models, and also needed to allow for mailboxes of significant size. In addition, PER needed a solution that would enable even a staff member without technical training to successfully perform basic tasks such as adding a new user account to the system.

Solution:

After researching their options PER determined that Microsoft Exchange Online could be exactly what they needed and began discussing a potential implementation with deNuvem. Exchange Online, combined with no cost BlackBerry Cloud Services, would provide all the functionality PER was looking for, while eliminating any need for an on-premise server, with a very low implementation cost.

PER worked with deNuvem to plan a smooth transition to Exchange Online that would not disrupt their staff's work. PER's Sarah Mistele says, "Thanks to deNuvem, the transition was painless, short, and done correctly." Utilizing a third party mailbox migration solution recommended by Microsoft, MigrationWiz™, deNuvem migrated the majority of PER staff's mailbox contents from their Exchange Server to Exchange Online prior to their move to the service. With Exchange Online's 25 GB mailbox size



Organization Profile:

Based in Rocky Mount, Virginia, PER provides material placement services to builders and contractors in Virginia, West Virginia, North Carolina, South Carolina, Maryland, and Tennessee.

Business Situation:

PER was utilizing Exchange Server 2003 to power their corporate e-mail. While they liked the functionality that Exchange provided, they sometimes experienced issues when accessing their accounts from mobile devices while in the field. Upgrading to a new on-premise server would involve significant costs, so PER decided to look at other options.

Solution:

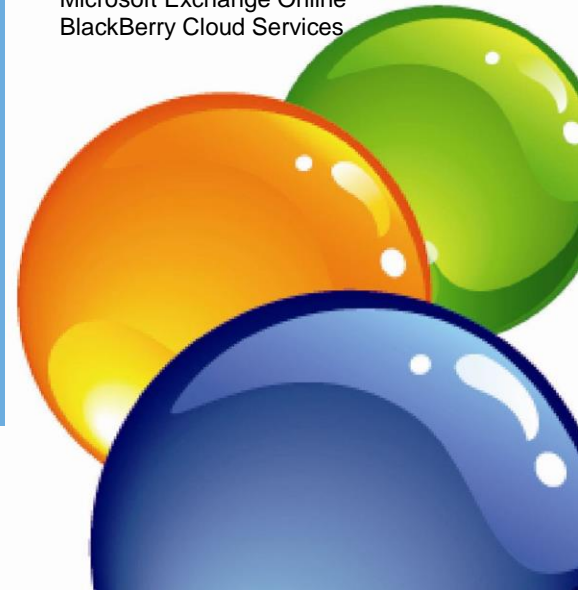
PER moved their e-mail services to the cloud through the implementation of Microsoft Exchange Online. They now have reliable access to their e-mail, contacts, and appointments in the field across a variety of mobile devices. Outlook Web Access provides quick and easy access to the information when staff members are working in the office.

Benefits:

- Increased Reliability and Uptime
- Simplified Administration
- Improved Mobile Device Connectivity

Software and Services:

- Microsoft Exchange Online
- BlackBerry Cloud Services



per user, ensuring there was enough space for these items was no problem. On “go live” day, all that was left to do was quickly gather any new mailbox items, provide staff members with instructions for accessing Outlook Web Access from any machine they wished to use, and take the few steps needed to connect their mobile devices to the service.

Benefits:

After several months of utilizing their new Exchange Online service, PER is very happy with their choice of solutions. Not only are they experiencing increased uptime for their e-mail as well as improved connectivity for all their mobile devices, but they also are able to administer the service with reduced time and expense.

Increased Reliability and Uptime

Knowing that all staff members have access to the latest in team communication no matter where they may be saves PER’s management team a lot of anxiety, so Exchange Online’s financially backed 99.9% uptime guarantee is a perfect fit for them. As Mrs. Mistele shares, “Even when our internet is down we know that e-mails are still transmitting and not just getting lost somewhere waiting to come to our server. Our field staff, who make up over 50% of our company, can still be up and running on their mobile devices even when the office internet is down. Before, our internet being down would stop everyone.”

Simplified Administration

In addition to removing the burden of worrying about maintaining an on-premise server, Exchange Online has helped PER simplify the day to day administration of their e-mail service. PER has been able to reduce their dependence on specialized IT staff for routine maintenance, saving them time and money. After a brief review with deNuvem, the designated PER staff were able to begin managing user accounts on their own, including everything from adding a new account to resetting a forgotten password to connecting a mobile devices to the user’s account. Mrs. Mistele states about the experience, “The administration is so simple that the learning curve was very easy.”

Improved Mobile Device Connectivity

Regardless of what type of mobile device PER’s field staff prefers, they can now access their up-to-date e-mail, contacts, and calendar items anywhere they can use their mobile device. Even BlackBerry synchronization proceeds without a hitch through BlackBerry Cloud Services, enabling the sharing of information between the home office and field staff with ease.

“Thanks to deNuvem, the transition was painless, short, and done correctly. We are very happy with Exchange Online.”

Sarah Mistele, PER, LLC

For More Information:

For more information about deNuvem’s cloud implementations and other services, contact Megan Hartman at 757-905-1291 or megan@denuvem.com. You can also visit us at www.denuvem.com.

For more information about PER, LLC, call (540) 489-4737 or visit their website at www.4perllc.com.

