

“Coupled with MaX Compression, Archive One has provided Masters of London with a full complement of email management software, customized and flexible to suit our email environment. Archive One was purchased to perform some essential management to improve our Exchange environment, which is exactly what it’s done. I would be happy to recommend C2C to anyone.”

Edwin Brigdale, IT Manager, Masters of London

Masters of London

Masters of London, one of Europe’s leading luggage manufacturers chose Archive One Policy from C2C, which, combined with MaX Compression for auto-zipping of attachments, resulted in a far more responsive system for users and customers alike.

When a company relies on email to provide that vital level of customer service, but its systems feel the growing pains of success, archiving email to manage the load is a highly effective solution.

Edwin Brigdale, Masters London’s IT Manager is responsible for email and ensuring it provides effective service. Masters places pride in its responsiveness to customers, but growth in the Exchange Server Information Stores meant that email performance was starting to feel the pressure.

Edwin looked on the Microsoft Exchange partners’ website and found Archive One from C2C, a Microsoft Gold Partner. Contacting C2C for an online demo, Edwin saw how he could improve performance by off-loading the email volume from the Exchange server onto a third-party storage repository, which also made life easier for a security and back-up strategy.

The benefits of auto-zipping email attachments also became evident, in terms of further releasing capacity on the Exchange servers and the archive storage, optimizing use of the capacity available system-wide.

A competitive quote on the software lead to a decision to purchase. A minor issue was raised during installation, but C2C’s telephone support team was on hand to resolve the issues and Edwin has been delighted with the result.

As Edwin says: “There were some minor problems at first, but C2C’s first class support team dealt with the issues quickly and efficiently; they went above and beyond what was expected. Archive One has proven to be easy to use; it has freed up space for storage of current emails and has allowed for more effective management of the archive and back-ups.”

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And the future?

Masters are planning use of Outlook Web Access and are safe in the knowledge that Archive One supports archiving and retrieval via this method as well as through the Outlook Client.”

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