Monitoring Global Email & PDA Services

Global PR Company uses Mailscape™ to Save Time & Costs Spent Monitoring its Messaging Infrastructure

Hill & Knowlton, Inc. (H&K) continues to dominate as a leader in the international communications consultancy industry. Headquartered in New York, the firm has 81 offices in over 40 countries, and an extensive associate network. With local, multinational and global clients, H&K is proud to be an agency within WPP, one of the world's largest communications services groups.

With all the different elements that had to be monitored in H&K's email infrastructure, ranging from Microsoft Exchange queues to disk space, Vicente Fraser, global systems architect at H&K, went on a quest for a solution that could save his team checking vital aspects upwards of 3 times daily.

They first evaluated a dedicated Exchange monitoring and a dedicated reporting product. The monitoring product was not feasible as it required a team of people to learn it - also the resources necessary to deploy it were beyond the organisation's budget. The reporting product could not generate the statistics that H&K considered business critical, nor could it show how efficiently their environment was functioning.

"The sheer variety of information was bewildering rather than helpful," Fraser explains. "The overload of details from both products actually caused issues instead of preventing them. Also, with the other products, there was too much training necessary in order for other members of the organisation to be able to help me."

Mailscape™ was the only Microsoft Exchange monitoring, administration and reporting tool that could fulfil H&K's unique requirements while remaining within their budget.

essential

Key Benefits

- Saves hours spent producing reports manually.
- Gives 'at a glance' updates on the health of your business critical messaging services.
- Gives clearer visibility of IT spend.
- Generates point in time reports, 24 x 7.
- Helps assess the implications of expanding or reducing services.
- Helps meet Service Level Agreements.
- Enables proactive Exchange service management and avoids outages.

Reporting Services

- One time reports that automatically self-generate when viewed.
- Individually tailored dashboards showing the information needed by the relevant management roles.
- Over 180 'off the peg' reports.
- Mailbox reporting to assist with planning upgrades and migrations.
- Fast, simple generation of custom reports.

Monitoring Services

- Monitors every key element of your Exchange & PDA service (including ActiveSync & BlackBerry Enterprise Server).
- External mailflow testing delivery and latency of mailflow from the organisation.
- One-look status screen shows the health of your messaging services.
- Monitoring, reporting and administration in one solution.
- Manage & report on multiple domains from a central location.
- Supports Exchange 2003, 2007 & 2010.

What the Customer Said...

"Mailscape proved its worth within 30 days of the installation."

Chris Goosen
CIO EMEA Region, H&K

"If there are issues with our BlackBerry service, we now know straight away, so it's much easier for the Help Desk to take action. Thanks to Mailscape, there are a whole slew of tasks I've stopped having to be involved in. Now I can go back to focusing on the infrastructure, rather than the day-to-day tasks, which saves me a lot of time."

"Mailscape delivered the data we wanted to see when we wanted it. The beauty of this solution is that if you want to get more granular information you can, but the visual overview being displayed makes it very easy for our Help Desk to use, empowering them to better service our end users."

Vincente Fraser
Global Systems Architect, H&K

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Instant, Easy to Assimilate Visibility

Unlike the other products H&K evaluated, Mailscape presented the information they needed in a clear, easy-to-read format. Since Mailscape does not drown the viewer in a mountain of extraneous information, Fraser discovered that Mailscape makes it much easier to identify critical issues. He asserts, "If there are issues with our BlackBerry service, we now know straight away, so it's much easier for the Help Desk to take action.

Proactive Planning

Thanks to Mailscape, there are a whole slew of tasks I've stopped having to be involved in. Now I can go back to focusing on the infrastructure, rather than the day-to-day tasks, which saves me a lot of time." And, even though their primary requirement was for a monitoring tool, the value Mailscape provides by combining both monitoring and reporting capabilities in a single solution means that H&K's management can use key reports, such as the Top Mailboxes by Size, to help them make more informed business decisions.

1 Month ROI

The CIO of H&K EMEA, Chris Goosen, recollects the immediate impact Mailscape had on their organisation: "Mailscape proved its worth within 30 days of the installation. Just one example is when one of our remote sites was using all of its bandwidth, and we were considering having to add further leased lines. Mailscape pinpointed a user who was sending up to 700 separate 1MB emails every day. We educated the user on how to send out one email to many people using the BCC field, and as a result we did not need to purchase additional leased lines which would have cost us an extra £1,600 a month."

The Essential Ingredient

Fraser reflects on his experience with Mailscape, the ENow staff and UK ENow partner, Essential, with satisfaction: "From the trial to the demo and installation, all of my dealings with the team at ENow and Essential have been nothing but positive. They have always been willing to listen to any suggestions we've had. Plus their support cannot be beaten." In fact, upper management at H&K's U.K. offices were so impressed with Mailscape and the impact it had on their division that they have evangelised Mailscape to their other offices around the globe. Mailscape is now installed in H&K's New York, Beijing and Hong Kong offices. www.hillandknowlton.com

See Mailscape for yourself - call Essential today.

ENow Partner

Microsoft GOLD CERTIFIED *Partner*