

Internet Facilitators Choose MS Exchange Mail Hosting

Background

SMS is a specialist email hosting company providing a range of email services to small to medium organisations. With hosting even the smallest organisations can take advantage of the benefits of enhanced email servers such as Microsoft Exchange and Zimbra Collaboration Suite.

Internet Facilitators Limited (IFL)

IFL is a provider of secure data centre solutions. Set up in 1997 they provide carrier neutral data centre space to internet service providers, web hosting companies and other IT service businesses. Part of the service provided is 24 / 7 support for which they use on call engineers. Ensuring that those engineers have access to email whilst they are out of the office was critical.

Having identified a requirement to improve mobile access to email they looked at the alternatives of hosted solutions compared to in house. The decision to use a hosted solution was based on a combination of cost and simplicity. For a small team cost of the hosted solution was much lower since any hardware or expensive software licenses were not needed. Also as a small team they could just hand over the responsibility for setting up and managing the service to a third party.

Choice of Microsoft Exchange

Marcus Hopwood, Services Director for IFL commented:

"We selected MSE in order to maintain the familiar MS Outlook mail client. The Outlook Mobile Access solution meant that we could also get that same interface from any where in the world that we had access to a web browser. Finally by using Windows Mobile 5 handsets we were able take advantage of push email technology giving us access to email when out of the office."

Why SMS?

Marcus further commented:

"Having decided to use a hosted mail service we looked a number of different providers. SMS were very responsive to our needs, provided expert advice in helping us select the right service and the cost compared favourably with other providers. Being based in the UK gave us the confidence that the service would perform well with no lengthy transit delays."

Uses of the service

IFL have a number of accounts, and whilst the original requirement was based on a need to provide remote email access to support engineers they have found the business benefits to be huge. They can now respond to sales enquiries faster and keep in touch with every day email wherever they are. As more and more corporate communications move on to email the ability to access that email wherever people are is critical.

Experience SMS service

Marcus commented:

"The support we have received from SMS has been superb. They provided expert advice when we were selecting a provider and they got us up and running with the service on the same day we placed our order. Teething problems were ironed out promptly and without any fuss. Since then the service has been 100% reliable."

Summary

Email continues to become more and more critical to business and companies such as IFL are increasingly moving to more sophisticated email solutions rather than just POP3 email.

IFL Website:

www.internetf.co.uk/



These image © Copyright
Internet Facilitators Ltd 2008.