

Cloud Solutions

Flooring Design

Supportnet was approached to provide a solution that would solve Flooring Design's email problem and with more stores coming online the problem was going to escalate. The problem was managing email on multiple devices when Flooring Design was in "growth mode" the business was expanding rapidly with new stores coming online and email was now becoming more of a problem in the way how email was functioning across multiple accounts and devices. Mailbox "sprawl" had compounded the issues with email. The stores have a mix of internet connections, ADSL, VDSL, and Fibre and a mix computer hardware, operating systems and MS Office suites.

The challenge was to migrate from the POP email system, knowing that with the variety in hardware, windows platforms and office suites with minimal impact on Flooring Design's day to day business.

Supportnet proposed Flooring Design migrate to Microsoft Office 365. Office 365 platform provided the best email solution, enterprise class mail servers with the security for Flooring Design's business, now and in the future.

Supportnet had systems in place that when the mail records were changed from the POP mail server to Microsoft Office 365 Exchange servers, their new email appeared in their users Outlook client while we also had their email "history" from the POP mail system available within the new Office 365 mailbox.

The success of the project was that Flooring Design's email was available with in the new Office 365 platform, staff had access to their email history and their email was visible and consistent across multiple devices.

Supportnet managed the project from start to finish, 54 Mailboxes, 12 sites across the north Island, completed remotely, with minimal business impact and on budget.