



HOSTED EXCHANGE UPGRADE BRINGS BENEFITS WITHOUT DISRUPTION

Carter Synergy has a small IT team, and this solution has assisted them to focus on their own internal infrastructure and customers.

As a national call centre for many major supermarkets, scalable and reliable communications are key to our business.

John Askew, Group ICT Manager



Retail service customer experience

Carter Synergy, part of the CTI Group, is a nationwide provider of refrigeration, electrical mechanical and other core building services. From design, project management, plant manufacture, through to installation, commissioning, service and maintenance, they provide an all-encompassing, turnkey package, to meet clients' requirements. Operating from Birmingham, Liverpool and Glasgow, and working in conjunction with their Scottish sister company, KB Refrigeration, they offer their expertise throughout the UK.

CHALLENGE

Originally Carter Synergy managed their own email service based on their on-premise Lotus Notes servers. However, they needed better business collaboration and wanted to remove the burden of running their own email services. To address these needs, they moved to Link-Connect's Hosted Exchange service in 2012, which ran HE2010. However, their latest business requirements for a unified global address list and for the ability to share and view calendars across the whole organisation was not available, which meant an upgrade to HE2013 was required.

LINK-CONNECT SOLUTION

The initial project involved migrating over 800 users to the Cloud and exporting all legacy mail from Lotus Notes into HE2010, which was achieved without any adverse effect on day-to-day business.

WHY LINK-CONNECT?

Carter Synergy is just one part of the CTI Group, who is already an existing Link-Connect customer. Carter Synergy selected Link-Connect because their flexible approach meant they fitted in with our business needs. They also had the ability to offer a hybrid model to suit our in-house IT, outsourcing and communications strategy.

BUSINESS BENEFITS

The solution was delivered on time thanks to existing technical relationships and trusts. This has resulted in further business from the CTI Group who wishes to centralise and standardise their email communications platform Group-wide.

The new Cloud platform is fully scalable to meet CTI requirements and has ensured a resilient platform to help ease admin issues.

PLEASE CONTACT US

ADDRESS - Frensham House, Farnham Business Park, Weydon Lane, Farnham, Surrey GU9 8QT **GET IN**

PHONE - 01252 740800

EMAIL wedontbite@link-connect.com