



Microsoft Exchange Server Case Studies by Catapult Systems



Catapult Systems

The Microsoft Consulting Company

Exchange enables rich, efficient access to email, calendars, attachments, contacts and more

Microsoft Exchange Server solutions implemented by Catapult Systems provide users with rich, efficient access to e-mail, calendars, attachments, contacts and more. And IT enjoys an easy to manage, flexible and scalable system that cost-effectively protects your organization from spam, viruses, noncompliance risks, tampering and disaster. In all, Catapult can ensure your organization has the advanced protection you demand, the anywhere access your people want, and the operational efficiency IT needs. Read on to learn how three companies took advantage of these benefits.

Health Insurance Provider Gets HIPAA Compliant with Exchange

One of the nation's largest health insurance providers faced the challenge of ensuring that the communications of its employees in all its far-flung offices complied with the stringent guidelines of the Health Insurance Portability and Accountability Act (HIPAA). As a large amount of customer correspondence took place via email, the company needed to be confident that its email system was as secured as possible from noncompliance risks and tampering.

Catapult Systems stepped in to help. After meeting with key stakeholders, Catapult recommended a move to the Microsoft Office Exchange Server email solution, which not only provides the security the client required, but is also flexible and scalable enough to meet this organization's continually growing needs. After building a comprehensive requirements document, Catapult implemented the solution, and provided training to the client's IT team and key users.

Results

- Client's email solution now HIPAA-compliant

- Exchange solution scalable to support very heavy email usage
- Fast adoption and time to value ensured with IT and user training

Restaurant Chain Brings Exchange In-House

This national casual franchised chain restaurant faced a dilemma. Its Microsoft Exchange Server environment was outsourced to an out-of-state data center which had recently been acquired by another company. Following this acquisition, the data center's business rules changed, and suddenly, the restaurant chain was denied administrator rights to its Exchange environment. The restaurant chain's IT staff had to submit tickets to get the simplest of user administration tasks accomplished, for which turnaround time was often counted in days, not hours. Even worse, the data center fell behind its service level agreement and allowed the server to become out of date with security patches. All told, for the restaurant chain, this new arrangement was a costly one that slowed reaction times to a crawl and created user dissatisfaction.

An engineering and environmental consulting firm assists businesses with the Texas Risk Reduction Program to determine chemical clean-up levels that are most cost-effective and meet state environmental compliance. Due to the legislative requirements, it is critical that the firm's reporting is not only accurate but also timely. Unfortunately, the firm's in-place reporting system was slow and labor-intensive.

The company approached Catapult Systems for help in bringing the Exchange environment in-house. Catapult studied the organization's infrastructure and business needs, then implemented Exchange Server internally, setting up administrator

rights, user accounts, mailboxes and public folders. At all times, Catapult consultants ensured they were that the company's IT staff was included, to enable them to support the solution without assistance going forward.

Results

- Lower operating costs due to internally hosted environment
- Faster user administration times improved user access to email
- Security patches easy for IT staff to maintain and keep up to date

State Agency Enables Collaboration with Exchange

This agency, concerned with areas ranging from historic preservation to economic development to urban planning, employs staff in multiple sites across the state. These employees' work is highly collaborative, and the agency saw the wanted to leverage email and calendaring to increase communications and to coordinate activities. Unfortunately, the agency was using a decentralized email system that did not provide the required features they needed. In addition, the technology was older, and support for it had been discontinued by its manufacturer.

With limited IT resources in house, the agency knew it needed an experienced team to assist it in selecting and migrating to a new server platform. Additionally, its budget and mandate meant that it required a flexible consulting partner to develop a cost-effective solution that met its specific needs. Catapult Systems stepped in

and used its proven set of methodologies and processes to shape the approach. After in-depth discussions about user needs and strategic requirements, the Catapult team fully defined the current environment, designed a new system, and map out an exact plan for ensuring a successful transition to Microsoft Exchange Server. Once the foundation was set, Catapult implemented the solution, and provided with on-going mentoring and training to increase in-house expertise and ensure supportability.

Results

- On-budget, on-schedule and on-target implementation of Exchange Server
- Fully customized based on customer needs
- IT staff enabled to support the solution without assistance



How can we help you?

Contact us at 1-800-528-6248 or info@CatapultSystems.com