

Microsoft Online Services Customer Solution Case Study



Customer: Swift Worldwide Resources

Website:

www.swiftworldwideresources.com

Number of Employees: 300

Country or Region: United Kingdom

Industry: Professional services—Staffing services

Partners: PC-Ware, Invicta IT

Customer Profile

Swift Worldwide Resources was established in the early 1980s. The recruitment company specialises in providing highly skilled, professional workers for the oil and gas industry.

Software and Services

- Microsoft Online Services
 - Microsoft Exchange Online

For more information about other Microsoft customer successes, please visit:

www.microsoft.com/casestudies



Invicta:IT

Oil and Gas Recruitment Company Saves £20,000 a Year with Online Email Solution

“We researched several options for email but Microsoft Exchange Online offered us scalability, value for money, and reliability...We’re saving £20,000 a year in IT administration fees and energy costs.”

Suba Balaskanthan, IT Manager, Swift Worldwide Resources

Swift Worldwide Resources, which operates in 25 countries, needed a secure email system to support its specialist recruitment operations. It wanted to centralise administration and management of email accounts, and decided to migrate all users of its email system onto Microsoft Exchange Online. The web-based business email solution has enhanced collaboration across its global network and saved the firm £20,000 a year.

Business Needs

Email is the essential communication tool for global oil and gas recruitment company Swift Worldwide Resources. Employees at every level rely on email to communicate to clients, contractors, and suppliers wherever they are in the world. Email is used by staff across every area of the business—from sales and recruitment to operations and finance employees. A recent example of a Swift project is the clean-up of the Gulf of Mexico oil spill, which required the company to mobilise hundreds of skilled staff at short notice.

The company’s existing email solution was not only time consuming and expensive to

manage, but it also couldn’t scale quickly enough to meet its new business requirements. Suba Balaskanthan, IT Manager at Swift Worldwide Resources, says: “As a recruitment company, 90 per cent of our business is conducted by email. It’s crucial that our managers can rely on it to communicate with customers and contact employees. A lot of time was spent managing email domains in different countries and configuring new users. To keep things running seamlessly, we also had to rely on local IT companies to help with day-to-day support issues, such as managing backup of email.”

Balaskanthan wanted to deploy a scalable email solution that simplified

Microsoft® Online Services

management, increased security, and reduced maintenance, licensing, and power costs. "We also needed to improve the tools available to employees—for example, give them access to global contacts and the ability to share calendars," says Balaskanthan.

Solution

In 2009, Microsoft Certified Partner Invicta IT, based in Buckinghamshire in the United Kingdom (U.K.), worked with Swift to deploy a cross-country collaboration solution based on Microsoft Exchange Online. PC-Ware—a Microsoft Large Account Reseller also based in the U.K.—worked in partnership with the two companies, advising on an appropriate licensing model for Swift, and the technical architecture required to migrate all users and data onto the Exchange Online environment.

With Exchange Online, employees access the company's secure Microsoft Office Outlook messaging and collaboration client from an internet browser. They can search a global address book for contacts, and collaborate on shared calendars. All email messages are stored centrally, so email data is secure and searchable. Users have 25 gigabytes of mailbox storage and can send attachments of up to 30 megabytes in size. The solution comes with a 99.9 per cent uptime guarantee and telephone support 24 hours a day, seven days a week. Antivirus and antispam management is also included in the licences for Exchange Online.

Balaskanthan says: "We researched several options for email but Microsoft Exchange Online offered us scalability, value for money, and reliability. We pay per user, per month, and currently have around 300 users. We've also removed the burden of having to perform a manual backup of our servers."

Benefits

Swift has not only increased storage and enhanced security, but it's also provided employees with the latest communication tools, making it easier for them to collaborate with colleagues across the world. Balaskanthan says: "We're saving £20,000 a year in IT administration fees and energy costs."

- **Overheads are reduced by £20,000 a year.** The company is making substantial savings in several areas. Balaskanthan says: "Our annual power and cooling costs for email hardware have been removed, plus service and support is included in licensing fees so we don't have to organise or pay for on-going local IT services to resolve email issues."
- **Email is now managed in a central location.** Employees have plenty of storage space, and rarely need to delete or archive email messages locally to make room for new messages. Centralisation of email also means that business continuity is supported.
- **Security is enhanced.** Microsoft ensures that all Exchange Online accounts are consistently protected with the latest antivirus and antispam software. "If employees' personal computers are lost or stolen, their email accounts can be disabled—making it extremely difficult for data to be accessed by the wrong people," says Balaskanthan. When employees leave the company, the IT team can archive their email data and cancel account access.
- **Collaboration is simplified.** Employees can take advantage of the latest communication tools to manage their recruitment projects and contact colleagues around the world. Quick, reliable access to client and contractor email histories is helping employees complete their tasks efficiently.

- **Solution is scalable.** As the business grows, new users are configured to the solution quickly and easily. The IT team can concentrate on valuable strategic initiatives rather than dealing with the day-to-day running of a global email solution. Balaskanthan says: "The positive experience and advantages of Microsoft Exchange Online have encouraged my team to look at deploying other Microsoft Business Productivity Online Standard Suite services, such as Microsoft SharePoint Online."