

ZoomSystems

Achieving peace of mind with a leading-edge, cloud-based email solution

SNAPSHOT



Industry: Automated Retail Solutions

Focus: Email

Solution: Microsoft Office 365

Benefits

- Boosts security and disaster resilience through cloud-based email solution
- Easy user adoption thanks to familiar Outlook client
- Ongoing support from Tangent's expert engineers ensures any issues are resolved quickly and effectively

Overview

ZoomSystems knew that it was walking on thin ice with its antiquated Microsoft 2003 Exchange email server - more than a decade old, the system could fail at any time and the consequences could be dire. Seeking peace of mind, ZoomSystems decided to take a proactive approach and upgrade its email server before problems began to surface. Working with Tangent, the automated retail solution provider migrated its email fully to the cloud with Office 365, dramatically improving security and disaster resilience.

Preempting disaster

Founded in 2002 and based in San Francisco, ZoomSystems is the global leader in innovative automated retail. ZoomSystems provides end-to-end solutions for both in-store and satellite retail, and the ZoomShop network has grown to more than 1,500 locations across the US, Canada, and Europe.

Almost since the company's inception, ZoomSystems had relied on its Microsoft Exchange Server 2003 for its emails. The server had consistently performed well, but as the technology grew increasingly old, ZoomSystems became concerned that it could fail at any moment.

Anthony James, IT Manager at ZoomSystems, explains: "There were no real problems – yet – but we wanted to be proactive in case the ancient 2003 server failed us."

Providing the core means of communication, both within the business and without, email is absolutely critical for ZoomSystems' operations. It couldn't risk its email server going down or becoming unreliable, so it decided to look for a new solution before it encountered any issues.

Partnering for success

"We knew that we wanted to stay with Microsoft," recalls Anthony James. "The Exchange Server had always performed well, and our users were all comfortable with the Outlook client, so we saw no reason to go to another provider."

"We were also keen to move our email to the cloud, since we knew that a cloud-based solution would provide improved security and disaster resiliency – there would be no risk of losing data if our onsite systems went down, because all our mailboxes would be backed up in the cloud."

ZoomSystems was looking for a cloud-based email solution from Microsoft, so Office 365 quickly emerged as the obvious and uncontested choice.

"Our experience with Tangent has been fantastic – there is nothing nicer than working with good engineers who really know their product."

—Anthony James, IT Manager, ZoomSystems

All that remained was to find a technology partner to help ZoomSystems migrate to the new platform – and Tangent came forward with a highly compelling proposal. Offering a comprehensive migration and support package at an attractive price point, backed up by years of experience and expertise from similar projects, the proposal was one that ZoomSystems could not pass up.

"We didn't consider any other vendor," remarks Anthony James, "And we haven't once regretted our decision. The migration wasn't without its challenges, due to our outdated software; but with Tangent's help and some third party tools, it all worked out in the end."

"Working with Tangent has been an awesome experience. They have constantly exceeded our expectations, and Chris Lee, the lead engineer, has just been a joy to work with. It is so nice to work with someone who really and truly knows their product, and he has gone out of his way to make sure that everything was done according to plan."

New solution, familiar client

Now that it has migrated to Office 365, ZoomSystems is enjoying the peace of mind that comes with knowing its email is secure and availability is guaranteed.

“Our main objectives for this project were to improve the security and resiliency of our email system,” says Anthony James, “and we have definitely achieved those goals.”

With Office 365, ZoomSystems no longer has to worry that a problem with an antiquated on-premises email server could spell disaster for the business – everything is backed up on the cloud, and users can access their mailboxes at any time from any device.

“What’s more, user adoption of Office 365 has been extremely straightforward,” adds Anthony James. “It’s still the same familiar Outlook client, so there hasn’t been any knowledge gap to overcome, and everyone has been able to continue working entirely as normal. We’ve taken advantage of Tangent’s training services to help with the utilization of some of the more advanced features of Office 365, but for the most part everything has been completely intuitive.”

ZoomSystems is also benefiting from Tangent’s ongoing support services. Anthony James comments: “Inevitably, we’ve run into a few problems with the new platform, but Tangent is always on hand to help us resolve them.”

Anthony James concludes: “Our experience with Tangent has been fantastic – there is nothing nicer than working with good engineers who really know their product.”

About Tangent

Tangent is a Gold certified 27-year Microsoft Partner specializing in technical product consulting and cloud-based professional services. Tangent offers the Microsoft Office 365 portfolio for quick and seamless Deployment, Certified Training of the world’s leading productivity & collaboration tools, and Support Packages to ensure you are getting the most out of your Office 365 solution. For more information, please visit <http://www.tangent.com/microsoft-cloud/> or contact cloudsolutions@tangent.com



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