

CASE STUDY

Aegis Group PLC

Marketing & Advertising

The customer

Aegis Group PLC is the world's fastest growing marketing communications group. The company is constantly pioneering the worlds of media communications and market research with the help of more than 16,000 employees worldwide. Listed on the London Stock Exchange as AGS.L, it is capitalized at ca. £1.5 billion. For more information on Aegis Group PLC, visit www.aegisplc.com.

The challenge

Paul Yates, the Systems Engineer at Aegis Media UK & Ireland, searched for a tool that could alert him to problems and provide insight into their environment. "We had no way of knowing the health of our Exchange environment because we lacked an effective monitoring tool," Yates explained. Aegis looked at Quest's Spotlight on Messaging and Microsoft SCOM (Systems Center Operations Manager), but neither product suited their needs.

The solution

Aegis Media currently has SCOM implemented globally, but the Infrastructure Team at the UK office, which is re-sponsible for managing 10 sites throughout UK and Ire-land, no longer use SCOM. Yates explains why Mailscape was a better fit for their environment:



"My team's goal of providing our users with a more stable and efficient environment in which to operate has been realized because of Mailscape."

PAUL YATES

Systems Engineer, Aegis Media

The solution (continued)

“Our previous monitoring tool didn’t offer us any sensible, easy-to-view kind of dashboard or traffic-light system like Mailscape does. Now, if there’s an issue I simply look at the Mailscape dashboard and can pinpoint the root cause of the problem.”

“Mailscape checked all the boxes. It gives us a quick, visual look at email status as a whole, and allows us to see our Exchange and BlackBerry servers across all our sites in one screen. I know that everything is fine when they’re all green, and when there is an issue the dashboard lights up yellow or red and we can diagnose and resolve the issue quickly.”

Since the Infrastructure Team manages multiple servers across 10 sites, having Mailscape installed and configured in less than two hours saved them time and allowed them to start receiving benefits immediately.

The result

Technical Benefits:

“Having visibility into my entire environment allows me to quickly diagnose any issues and then take measures to prevent them from happening again. It has saved me so much time and unnecessary worrying that one of my users will know about an email issue before I do.

One of Mailscape’s coolest features is the Personalized Dashboards. I created one for our Service Desk so they can help our team with problem diagnosis and problem resolution. Now when a user calls, the Service Desk can resolve most of the issues without us having to get involved.”

Business Impacts:

“Having the functionality saves me time when preparing data for our monthly Service Delivery Review meetings with corporate management. The granularity and overall quality of information helps them with charge-back for assigning IT costs per department.

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DON MURAWSKI

Manager of Unified Communications,
The Wendy’s Company

Mailscape Key Features

Monitoring

Mailscape's one-look dashboard is an intuitive, visual approach to monitoring Exchange. Monitor all your environments vital components with a quick glance at a single screen, even from your phone or tablet. Empower your help desk and enable them to improve SLAs.

Mailscape performs regular health checks to ensure all vital aspects of your messaging system are running optimally. It automatically tests critical Exchange services, such as Mail Flow, Outlook Web Access, ActiveSync, BlackBerry, Outlook Anywhere and DAG health.

Reporting

Mailscape's reporting provides both the real-time data and historical trending you need to optimize system performance, improve service levels, gain clear visibility into the messaging infrastructure, and plan for the future. Mailscape is equipped with over 220 reports out of the box and is easily customizable to meet your organization's specific needs.

Mailscape enables you to create reports based on several technologies, including BlackBerry, ActiveSync, iPhones, Outlook Client Version, Active Directory and Exchange objects.

Summary

Technical benefits

1
Visibility into entire environment for quick problem diagnosis.

2
Custom dashboard enables help desk to improve level of service for end users.

Business impacts



IT can proactively resolve issues before they affect end users.



Detailed reports provide management with data for controlling operational expenses.