

# WHY WE CHOSE EMPOWER IT

## PRESTON GROUP



### CLIENT OVERVIEW

Preston Group specialise in industrial equipment hire across Australia assisting businesses with a wide range of needs. Preston Group has been in the industry for more than 40 years, and thus have an exceptional level of knowledge when it comes to heavy equipment and large scale construction.



### CLIENT TESTIMONIAL

"The level of professionalism and expertise we have received from Empower IT Solutions is second to none. They have transformed our IT systems to be problematic and full of hassles, to a network that just works. Because that is how we believe IT should be, functional and hassle free. I would wholeheartedly recommend Empower IT Solutions to anyone that wants their IT to be the least of their worries."

*Jenny Grosvenor  
Group Operations Manager  
Preston Group*

### PROJECT SUMMARY

Empower IT Solutions was contacted by Preston Group after a devastating situation where the email server had crashed and their previous IT company was not able to retrieve any of the emails. Empower IT Solutions engineers were able to recover all the emails for Preston Group over a weekend.

#### THE PROBLEM

Preston Group had their Microsoft Exchange 2003 mail server compromised by malware. Without email access, staff members struggled to carry out their duties throughout the business. The mail server was down for an entire week while their previous IT Company tried a number of options to get services running without success.

#### THE SOLUTION

Empower IT Solutions received a call at 2:00PM on a Friday afternoon and had met with Preston Group by 4:00PM that same afternoon. Preston Group managing director Markus Preston requested emails services to be up and running by the following Monday. The team at Empower IT Solutions promptly migrated emails services and messages to a new hosted Microsoft Exchange environment by Sunday afternoon. Email services and access to all historical emails was restored before staff came into work on Monday morning.

#### THE BENEFITS

Preston Group received a prompt & efficient service which ensured that further downtime was eliminated and staff could get back to doing their work when they next came into work on Monday. The managing director at Preston Group was delighted to have his email communications which was over 10 years' worth restored.