

Email Migration Services

Preston Group eliminate staff downtime by having email restored over a weekend.

THE CHALLENGE

A compromised mail server and a week without email

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, and was not able to retrieve any of the emails.

THE SOLUTION

Migrated to hosted Microsoft Exchange over a single weekend

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

THE RESULTS

No further downtime, and ten years of email recovered

Preston Group received a prompt and efficient service which ensured that further downtime was eliminated and staff could get back to their work on Monday. The managing director was delighted to have his email communications, over 10 years' worth, restored. Beyond the recovery, our team converted a problematic IT infrastructure into a reliable, hassle-free system, eliminating the recurring IT issues and letting staff concentrate on business operations.

THE CLIENT

Preston Group

Specialists in industrial equipment hire. More than 40 years in the industry, with deep knowledge of heavy equipment and large-scale construction.

Industry: Industrial equipment hire

Locations serviced: Australia-wide

BUSINESS BENEFITS

- ▶ Recovered emails and services restored over a weekend
- ▶ More than 10 years of historical email restored
- ▶ Enhanced IT infrastructure
- ▶ Recurring IT issues eliminated

"The level of professionalism and expertise we have received from Empower IT Solutions is second to none. They have transformed our IT systems from being problematic and full of hassles, to a reliable network that just works in the background."

JENNY G.
GROUP OPERATIONS
MANAGER, PRESTON HIRE

Recurring IT issues? Start with an IT network health check.

Call 1300 797 838 and ask to speak to one of our Microsoft certified professionals.