

# CtrlS provides Hosted Exchange Services to WaterHealth India based on 'pay per use' model, synchronized mailing solution

## Objectives

- Implement adaptive and scalable business e mail solution
- Latest, enhanced mailbox features that enables access from anywhere from any device
- Provide secured servers as enabled by a Tier IV data center

## Client profile

WaterHealth India (WHIN) is a subsidiary of WaterHealth International, Inc. (WHI) which provides innovative business solutions towards safe, clean and affordable drinking water to remote and underserved communities. WHI's award winning water purification and disinfection technology, combined with creative and unique business approaches, enable the delivery of highly affordable, clean water.

WHIN has installed over 200 WaterHealth Centres, the majority of which are in Andhra Pradesh. New initiatives are underway in Rajasthan, Uttar Pradesh and West Bengal, bringing ownership of these "micro-utilities" within reach of hundreds more communities in rural India.

## Client requirement

WaterHealth India sets up WaterHealth centres in villages and smaller towns and as a result, the employees often have to travel to remote, far off locations and operate remotely for couple of months. Hence, they need to access e mails from anywhere, on any device with minimal disruptions and configuration setting. The company required an enhanced mailing solution that would enable easy access of mails from any location, on any device, as well as quickly scale up to accommodate the growing e mail user base and their advanced requirements.

Though WaterHealth India is not an NGO, nevertheless, it had to ensure a judicious spend on IT infrastructure management. The company required a partner who would understand their requirements, deliver an enhanced business mailing solution at affordable price points.

## Challenges

WaterHealth India used to work with an IT service provider which provided them mail box solutions. As the IT service provider was using older version of mailing solutions, WaterHealth India experienced slow server speed. The frequent server downtime often caused delay in mails which would incur tremendous loss of business time. Since the mail server was not hosted with the IT service provider, it would take time for the server to restore back.

Often, employees would not have access to their mailbox during travel to remote locations as the mails could not be configured to the available device – laptop, desktop or mobile, etc. As a result, lot of IT time was spent to undertake configuration setting.

WaterHealth India decided to opt for a Data Center that would provide advanced features in the mailbox solutions at a reasonable price.



**SMS CTRLS TO 57575**

## The Solution

As a first for the company, CtrlS set up 'Hosted Exchange Services' for WaterHealth India. The entire migration of the mailbox solution was undertaken between six to ten hours.

CtrlS installed a comprehensive email and messaging solution, which besides giving high performance, allows both POP as well as web access. The mail solutions are fully compliant with both web-based and SMTP mail which allows users to configure their e-mail client, such as Microsoft Outlook, Outlook Express or Internet Explorer. This enables easy e mail access from anywhere in the world, from any device.

Basis the e mail usage by different users, CtrlS set up three different types of solutions: Advanced; Professional and Normal. Each of these could be upgraded to the next level as well as the number of users in each category could be increased with the change in demand.

A key feature that CtrlS set up is Synchronization: All access points like desktop, laptop and mobile have the same data and keep synchronized with servers continuously. The users need not update every time with their different devices, as all the emails are available on all devices.

Some of the key features and functionalities being provided by CtrlS include:

- Anti Spam
- Anti Virus
- Data back up and archiving
- System and Network security
- Message Recovery and Retention
- 24x7 Operations, Maintenance and Support
- Anywhere access
- Shared Contacts/ Calendars/ Task Lists
- Global Address Lists and Distribution Lists

## Highlights

- Synchronization feature allows instant access from any device: laptop, desktop, mobile, etc with no time and data loss
- Consistent service delivery as end users in all regions leverage the same tools ent
- 'Pay per use' model reduces the overall cost of ownership

*"Ever since we have deployed CtrlS for our mailing solutions, we experience a near 100% server uptime. The Synchronization feature in the mailing solution is truly a boon for us as our employees who are always on the move, can access mails from any device, anywhere. There is no disruptions whatsoever and as a result our employee productivity has increased manifold."*

**Mr - Sudesh Menon,**  
CEO, WaterHealth India

### Benefits

#### Reduced TCO

Low CAPEX. Customers can avail predictable growth costs as there is no yearly maintenance or upgrade costs with the 'pay as per use' model.

#### Reliable and Easy Service

All the critical components such as Comprehensive Transition Planning; Ready to Use/ L1 Helpdesk Support/ Training and Customer Service Management allow CtrlS to offer consistent service delivery.

#### Integration of Best of Breed E mail Technologies

High-performance & reliable email systems are backed by robust, secure data storage system. The email solution also has advanced spam features that automatically block unwanted spam from all the latest known spam sources.

#### Adaptive and Scalable E mail Solution

A scalable mail box that can accommodate a growing 250+ employee count of the organization. In addition, available is a dedicated network allowing Full Outlook MAPI as well as collaboration services through Sharepoint, CRM.

#### Network availability

High availability with stringent 99.9% SLA commitment.