



Transforming Transmission Technology

EPA has transformed Torotrak Plc's email infrastructure. By moving email offsite to a hosted environment, Torotrak has retained functionality, improved fault tolerance and lowered its total cost of ownership.

SOFTWARE-AS-A-SERVICE (SaaS)

Services: Enterprise Hosted Exchange
Including...

- EPA Hosted Email Archive
- Email Logging, Content Filtering & Reporting
- BlackBerry Enterprise Server

Employees: 50+

Industry: Engineering

ABOUT TOROTRAK

Torotrak is the world's foremost developer of full-toroidal traction drive technology which is a key enabler for improved energy efficiency and reduced levels of emissions across a growing range of markets and applications. Torotrak is fully listed on the London Stock Exchange and has a customer base spread across Europe, North America, India and Japan.

CHALLENGES

Torotrak operates in a highly sensitive industry. To protect corporate information stored in email data, strict policies are essential; currently data is retained for 13 years. To meet these stringent demands, Torotrak traditionally managed an On-Premise infrastructure that was advanced, clustered and high-spec. However, the infrastructure was ageing and there was a strategic need to outsource and streamline IT. Security concerns, compliance issues, lack of resource and cost were all key factors in the decision to find a better way of working.

CHOOSING THE CLOUD

Torotrak's business model suits the cloud. It wanted to focus its energy on key objectives rather than maintaining On-Premise applications which drain time and resource. Email represented a heavy load on the mail server so it was identified as the first element to move to a managed, hosted environment. Torotrak worked with an experienced external consultant who advised them on potential cloud-based solutions. The 'Top 5' services were shortlisted and they included EPA, Mimecast and MessageLabs.

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THE SOLUTION

EPA's consultation, guidance and flexibility meant it quickly identified and understood Torotrak's situation to supply the best fit for the organisation. Torotrak required a unique and complete solution that was in fact made up of individual components. This has given Torotrak extended control and guarantees that they are not bound to one platform.

However, building a customised solution was only part of EPA's offering. Technical support was vital to the success of a migration due to the historical complexity of Torotrak's set up. "EPA's team continually provide considerably more than basic support services", said Glyn Merga, IT Manager at Torotrak.

KEY BENEFITS:

- Customised solution
- Offsite, managed email infrastructure
- High level of fault tolerance
- Mature infrastructure
- Lower total cost of ownership
- Unlimited email storage
- UK-based technical support
- No hardware or software

1| EPA Enterprise Hosted Exchange

Problem: Email represented a heavy load on an outdated On-Premise infrastructure. The mail server was draining IT resource in management and maintenance. There were concerns over the lack of resilience in the event of a mail server corruption and the consequent downtime that would cause. Torotrak had the option to invest in a new On-Premise solution or move to the cloud.

Solution: By moving to Hosted Exchange, Torotrak has tapped into an advanced and mature infrastructure. Investment in the email service, its security, storage and support, far surpasses what Torotrak could achieve onsite and for less expenditure.

2| EPA Hosted Email Archive powered by Webroot

Problem: Email data was backed up onsite using local .pst files which were unsecure and vulnerable. For compliance reasons, Torotrak was challenged with long retention periods. With the existing solution, search and retrieval was a long, complicated process that wasn't viable or scalable moving forward.

Solution: The fully-managed, web-based archiving service facilitates total mailbox management. Torotrak can now search and retrieve all email data in seconds, not hours because email is stored in a central location. Seamless Outlook integration facilitates not only quick, but also easy search and retrieval. Torotrak has no onsite storage requirement because the solution provides unlimited storage in the cloud.

3| Email Logging, Content Filtering & Reporting powered by Webroot

Problem: Email security was provided by On-Premise Anti-Virus and Anti-Spam. The service carried a significant management overhead and was less intensive at filtering email and removing spam. It was also unable to create customised rules for organisational email policy.

Solution: Torotrak is now protected from email-borne viruses at the perimeter, before they reach its network, by award-winning Anti-Spam and Anti-Virus. The web-based administration portal and summary dashboard offers total visibility, control and flexibility of email management. On-demand, customisable reports can be created manually or scheduled straight to the relevant inbox.

4| BlackBerry Enterprise Server (BES)

Problem: Torotrak has a limited amount of BlackBerry users. The previous On-Premise server did not justify the IT department's time or effort. It was also not cost effective.

Solution: BES for Hosted Exchange offers equal functionality to its On-Premise alternative, without the hassle of managing and maintaining this onsite. The mobile email service is fully redundant unlike the On-Premise solution.

SUMMARY

"EPA doesn't sell standard, out-of-the-box products. It built a customised solution for Torotrak and has delivered a professional and personal support service ever since. The team continue to exceed expectations, set new ones and then exceed them again. EPA completely manages our email infrastructure and is a reliable part of our extended department" said Merga.

EPA

EPA Cloud
Tamar Science Park, 1 Davy Road
Plymouth, PL6 8BX, United Kingdom

Call: +44 (0)845 644 9319
Support: +44 (0)1752 358420
Email: sales@epacloud.com

www.epacloud.com