



CUSTOMER SUCCESS STORY

MAPP

MessageLabs



MAPP has been supplying recruitment and consulting services to the IT industry since 1976. Today the 15-person company helps permanent and freelance candidates find the right role and employer.

They have been using MessageLabs Email Anti-Spam, Email Anti-Virus, and Email Image Control since 2004. "It really helped us to stop the flood of spam coming through," says Sue Warner, IT manager at MAPP, "and we never see a virus."

EMAIL OUTAGE

"Everything is electronic now. Not being able to send or receive any email was terrible."

Sue Warner,
Technical Manager
MAPP

Everything was going fine with MAPP's email when a hardware problem on the phone line caused their internet service provider to switch off their connection without warning. Sue says, "We heard nothing from them – they heard that the line was inactive and they just switched off the service."

Suddenly: no email. Worse, while the phone company could repair the line very quickly, the ISP needed up to ten working days to restore the internet connection!

This was a huge problem for Sue and her colleagues. "Everything is electronic now. Not being able to send or receive any email was terrible." In the words of Joni Mitchell, "you don't know what you've got until it's gone."

PICKING UP THE PIECES

Fortunately, MAPP had laptops with 3G mobile broadband connections so they could access the internet in a limited way. They were also reassured to hear that their incoming email would be retained for up to seven days as part of the anti-spam and anti-virus scanning. But they were stuck for a way to read these incoming emails and send outgoing messages.

An email failure is a bit like a shop pulling down the blinds and hanging a 'closed' sign in the door. Apart from the obvious delays and frustrations, MAPP's board was deeply concerned about the company's reputation. Because of the credit crunch and prevailing economic climate, the firm's directors feared that, if they disappeared off email for a few days, their clients and candidates might think they had gone bust.

At this point, their MessageLabs account manager suggested the Email Continuity service. It is designed to cover temporary hardware problems, upgrades and connection problems like MAPP's.

The Email Continuity service would let MAPP staff send and receive emails using a web-based email client. Their clients and candidates wouldn't see any difference. Once normal service resumed, all incoming and outgoing emails would be synchronised with MAPP's Microsoft Exchange Server. It seemed like the perfect solution to MAPP's problems. Sue gave the go-ahead immediately and MessageLabs had the service up and running within 24 hours.

MOVING FORWARD

MAPP was fortunate that their account manager and implementation team were able to get the Email Continuity service running at short notice. This worked because MAPP were already MessageLabs Email Services customers. The norm is for companies to have the service available before a problem occurs. Indeed, many companies use it to provide cover for planned maintenance as well as insurance against unpredictable problems.

“It would have been much, much easier if we had had the service in place beforehand,” says Sue. They could have been back on email within minutes, not days. As a result, MAPP has now purchased the service on an ongoing basis.

Sue has nothing but praise for the MessageLabs Email Continuity service. “Without it, our email problems would have been catastrophic,” says Sue. “With MessageLabs, we coped. We got through it.”

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SOLUTION AT A GLANCE

Solution:

- MessageLabs Email Continuity Service

Technology Challenges:

- Email and web service failed without warning
- Restoration was scheduled to take days

Business Drivers:

Business could not operate without email

Business Value and Technical Benefits:

- Email service quickly restored
- Minimal disruption internally; invisible externally
- Predictable cost structure
- Can be used for planned outages



Confidence in a connected world.