

# CASE STUDY

## Managed Exchange



*"We chose WebCentral for its ability to supply a wide range of solutions to our business, but most importantly, for the flexible access options and email security provided by Managed Exchange."*

### GEOFF ROSAMOND

Managing Director  
Human Potential Consulting Pty Ltd



**Human Potential Consulting is a training and consulting company which works with businesses of all sizes to help improve staff productivity and increase overall business efficiency.**

The company has a unique product called 'my**passport**', which gives each employee individual action plans to achieve personal and company objectives alike. It encourages setting and achieving goals while also providing solutions to learning needs. 'my**passport**' optimises an individual's performance by giving them a clear vision of themselves, their role within the organisation and where they can go, with the right balance of knowledge, skills, behaviours and experience.

Human Potential Consulting has relationships with a range of leading trainers, facilitators and executive coaches that it matches up with these businesses, based on their specific needs and budget, to provide tailored learning and development solutions.

### BUSINESS ISSUE

The main challenge facing Human Potential Consulting was that many of its consultants were finding it increasingly difficult to deliver timely customer service because they are required to be out of the office for a large proportion of their working week. Regular interaction with clients was being hampered by ineffective communication channels between staff on the road and those back in the office. The specific business issues that faced Human Potential Consulting included:

- Once a staff member had left the office or entered into meetings, other staff could not easily view their calendar to confirm appointments or schedule meetings;
- Client contact details and business information resided with one person and could not be easily shared with all other staff members, causing delays and confusion;
- Its existing POP email service was not providing sufficient security or reliability, increasing the risk of losing critical information contained in emails and attachments.

### BUSINESS SOLUTION

Human Potential Consulting implemented WebCentral's Managed Exchange PC & Web Access in place of its existing POP mailboxes to enhance both client and staff communication. Managed Exchange has helped Human Potential Consulting optimise their business processes through greater office automation and by giving each staff member the ability to access shared information from anywhere and at anytime.

- **Improved internal communication through linked calendars and remote access to emails**

*"As everyone can view each other's calendars, contact lists and emails, we are always up-to-date with the latest client contact details and staff movements. All staff members are equipped with the information required to answer any questions a client may have even if their usual contact is out of the office."*

- **Data held in emails and attachments is regularly backed up and managed by WebCentral**

*"We moved to Managed Exchange after we lost years of data when our computers were stolen. The data had been backed up onsite, but was never transferred to a safe location away from the office. Managed Exchange should be a pre-requisite for all businesses who rely on information and documents transmitted via email."*

- **On-road staff are no longer reliant upon staff back in the office**

*"Everyone is free to go out and work while still having access to the central communication network provided by Managed Exchange. Our event coordinator can be out inspecting a site for a function, or on the job overseeing an event, and still have access to both their own and their colleagues' contact lists and calendar."*

- **Easy set-up and transition over to Managed Exchange**

*"WebCentral was very supportive during our move from using POP email to Managed Exchange, especially given that we are non-technical people. It was easy to set up with the help of WebCentral's technical support team over the phone, and most issues could be quickly rectified through Mission Control."*

- **Ability to add more users as our business grows**

*"The added advantage for us was to start small and stay with the same provider as our needs grow. This was a key element in our decision to choose WebCentral for our email services."*

### Other WebCentral services utilised by Human Potential Consulting:

- Business level web site hosting - [www.hpconsulting.com.au](http://www.hpconsulting.com.au)
- Managed Exchange PC & Web Access



# Managed Exchange from WebCentral



**Managed Exchange is WebCentral's premium email service that gives everyday businesses the ability to communicate better and work smarter through more flexible, reliable access to their email, Contacts and Calendar.**

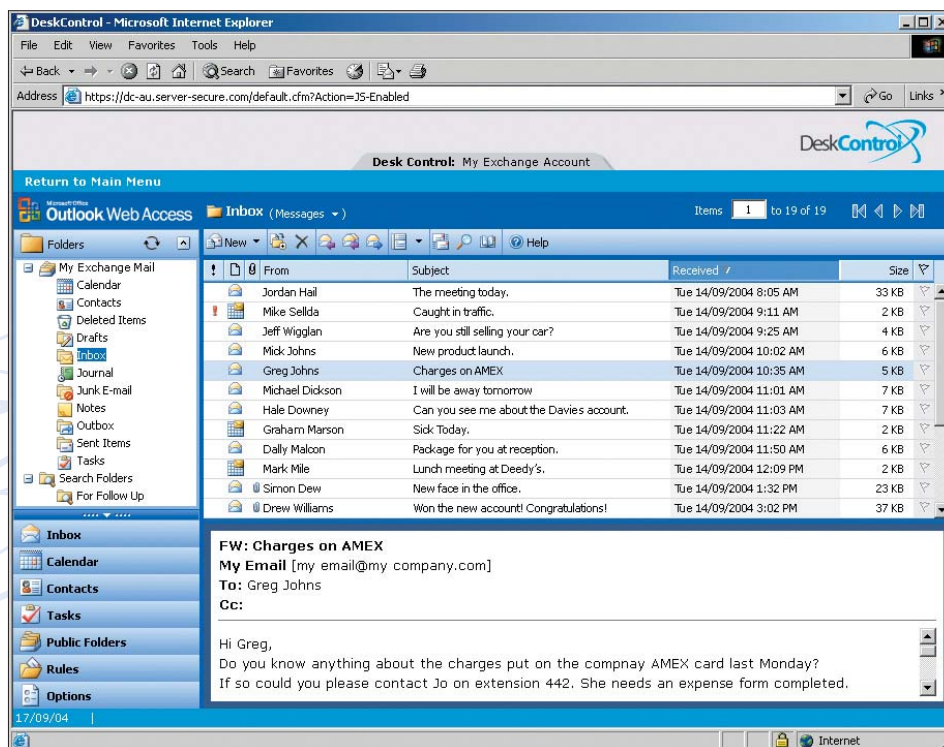
Managed Exchange uses Microsoft® Exchange technology, which is a sophisticated email messaging solution traditionally used by large companies. With Managed Exchange, small and medium businesses that have typically relied upon basic POP or ISP-style email can now access this big business technology at an affordable monthly price, to achieve much more from their email system than simply sending and receiving emails. All you need to be able to utilise Managed Exchange in your business is to have your mail hosted by WebCentral.

### HOW MUCH DOES IT COST?

With no upfront costs and pricing based on a low per mailbox per month charge, Managed Exchange provides excellent value for money. Managed Exchange is available in five product options designed to suit different business needs. The adjacent table indicates the key features and pricing of each option.

MANAGED EXCHANGE MAILBOX OPTIONS					
	PC & Web Access Ultra	PC & Web Access	Web Access	Solo Access	Basic Access
<b>Access Methods</b>					
Microsoft Outlook 2003 Licence	✓	✓	✗	✗	✗
Outlook Web Access	✓	✓	✓	✓	✓
Mobile Device Access^	✓	✓	✓	✓	✓
<b>Features</b>					
Built-In Anti-Virus	✓	✓	✓	✓	✓
Spam Filtering Tools	✓	✓	✓	✓	✓
Mailbox Storage Space*	200MB	100MB	100MB	100MB	100MB
Inbox, Sent Items, Deleted Items, Drafts, Contacts, Tasks, Notes & Journal	✓	✓	✓	✓	✓
Calendar	✓	✓	✓	✓	✗
Public Folder (for sharing and collaboration)	✓	✓	✓	✗	✗
Public Folder storage space*	100MB	100MB	100MB	n/a	n/a
Meeting Planner	✓	✓	✓	✗	✗
Set up Archive Folders	✓	✓	✗	✗	✗
Offline Use of folders	✓	✓	✗	✗	✗
<b>Cost per mailbox per month</b>	<b>\$19.95</b>	<b>\$14.95</b>	<b>\$9.95</b>	<b>\$6.95</b>	<b>\$4.95</b>

\* Excess storage is charged at \$0.099 per MB per month, calculated at company level based on the combined total of the average daily storage usage of each Managed Exchange mailbox and the Public Folder (if applicable) under the account across the given month. ^ Devices and GPRS plan costs are not included. You are responsible for the selection, maintenance and support for your mobile device and GPRS plan to which you connect to this service.



The Managed Exchange Web Access interface - Used to access your email, Contacts and Calendar from any internet-enabled PC or laptop when away from your office.

### WANT TO TEST DRIVE MANAGED EXCHANGE?

To test drive the Web Access version of Managed Exchange using full functionality demonstration accounts, please visit [www.webcentral.com.au/metestdrive](http://www.webcentral.com.au/metestdrive).

### HOW CAN I GET MANAGED EXCHANGE?

If you are a current WebCentral customer, please visit [www.webcentral.com.au/mgdexchange](http://www.webcentral.com.au/mgdexchange) for further information on how to activate Managed Exchange on your existing WebCentral mailboxes.

If you are a new WebCentral customer, please contact our Sales Team on **FREEcall 1800 800 099 (ext. 2)**.

**BRISBANE OFFICE**  
Level 5  
100 Wickham Street  
Fortitude Valley  
QLD 4006 Australia

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