

# Global Berry Farms

BERRIES FOR THE WORLD EVERY DAY™

August 23, 2004

We want you to know how pleased we are with the outstanding service you have given us. Email has become one of our company's most important communication tools. All of our regional sales offices rely on the Florida headquarters for their email service. As with most organizations today, system redundancy and availability is a high priority for our IT staff. One of the most difficult challenges we have faced is the design and implementation of a redundant, reliable email system. After reviewing our options, we believed a clustered server environment was the only option that could provide a redundant, highly available email system. We were fully aware of the hardware complexities, lack of protection against database corruption and problems of implementing a cluster across separate geographic locations.

Recently, our company's headquarters in Naples, Florida was directly in the path of Hurricane Charley. Over the past year, the GBF IT staff has successfully implemented redundant accounting, CRM, inventory and sales systems, but not still had not found a cost effective solution for a highly available email system. With time being our enemy, we decided to look again at other options besides an email hardware cluster. That is where MessageOne comes into the picture. After stumbling upon your website via a random Google search, I was intrigued by the service you were offering. After talking to Peter Steinfeld and viewing the online demonstration, I knew this was our best option with the hurricane expected to make landfall along the Florida coast. Peter assured me that the MessageOne's EMS system could be up and running in a day if we decided to go this route. Best of all, the cost was a fraction of what a clustered system was estimated to be.

Because of the apparent simplicity and benefits of the EMS system, I did not need a lot of time to make a decision and go ahead with the implementation. The only negative I saw about the system was that some end users might complain about the web mail client and lack of sent/received items. Luckily, all of our employees are using Outlook 2003 with cached mode so their Outlook 2003 Inbox and Sent Items are stored as a local copy and available if they need them, even if the Exchange 2003 server is offline. Jeff Bivens, Support Operations, contacted me right away to start the ball rolling. I spent an hour reading the pre-requisite guide and preparing our servers for the EMS installation. The goal was to install EMS on two Exchange 2003 servers, one in Florida and the other at our office in Michigan. The next day, Jeff worked with me for a few hours to install the software on both servers, configure it and put the system through some live tests. A couple other members of the GBF IT staff and I spent an additional hour with Jeff learning about the operation of the EMS administrator console. It was all very straight forward.

After the completion of the installation and training, Jeff told us to call him if there were any issues at all and even gave us his cell, home and supervisor's phone number. Hurricane Charley did hit Southwest Florida the next day about 40 miles north of the Naples office. Our phone system, T1 data line and power went down, but the EMS email system was available to all of our employees across the country. We did experience a problem when the EMS system was first brought online, but Jeff was available when we called at 1 AM and we worked the issue out.

Please accept our thanks for a job well done. We look forward to working with the MessageOne team in the future.

Sincerely,

Brian Clancy  
MIS Manager  
Global Berry Farms