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– **Craig Wheeler, Director of System Development and Information Services, MRG**

SUMMARY / BENEFITS

- Reduced Support costs
- Increased Operational efficiency
- Consolidation of 7 disparate email systems to a single Exchange 2007 Server
- Exchange 2007 deployment and management

AZALEOS SERVICES

- Managed Exchange Services
- Managed Mobility Services
- Managed Archiving Services
- Managed Continuity Services

Company Profile

Marine Resources Group (MRG), located in Seattle, Washington, was established in 2000 as a holding and support company for investments in tug, barge, and ancillary marine services companies. MRG has the largest and most capable coastal tug and barge fleet in the United States under seven different operating companies.

Business Challenge

With 1,600+ employees working around the clock, around the globe on land and sea, email keeps the organization connected.

MRG's growth through acquisitions resulted in multiple disparate email systems, creating a technology management nightmare and preventing the rollout of integrated communication and collaboration services. With their huge email storage demands, MRG needed a robust solution that could scale effectively. MRG was running Microsoft Exchange 2003 servers, and also had POP and Linux email systems. It was clear that consolidating to a single, unified email communications platform was an absolute necessity.

"Our people have to be online wherever they are, because we always have 'business hours' somewhere in the world," said Craig Wheeler, MRG Director of System Development and Information Services. Employees stay connected using laptops, BlackBerry devices, air cards, and VPN.

MRG selected Microsoft Exchange Server 2007 as the cornerstone of their email consolidation strategy. However, consolidating to one platform only part of the plan. Wheeler was thinking of the future, and how to manage, monitor, and protect the system with email architecture, email archiving, and disaster recovery so his IT resources could be put to better use.

Solution

Wheeler turned to Azaleos for help in righting the ship in his email environment. Azaleos had experience dealing with MRG's global needs, managing Exchange email services for customers with users located across multiple continents.

Using Microsoft best-practices, Azaleos quickly deployed Exchange Server 2007, enabling an experienced person to take over daily management, and allowing email to function as a utility that is always available, 24/7. MRG then turned to Azaleos to manage their critical messaging systems. MRG gained a highly available and highly reliable email environment and support for email archiving and disaster recovery. In addition, for load balancing, Azaleos employed F5 BIG-IP® Local Traffic Manager™. Azaleos Mobile Services for Blackberry was the final touch necessary for supporting MRG's global workforce.

Benefits

MRG is realizing the benefits of the new solutions every day. Not only is the company streamlining tasks and staffing, they are gaining operational efficiency. "We went from four Exchange 2003 servers plus several POP mail providers to Exchange 2007, and now we have a single global address book and shared calendar access," noted Wheeler. Additionally, what used to be four separate BlackBerry Enterprise Servers (BES) are now consolidated to a single BES.

By consolidating seven disparate systems to a single enterprise Exchange Server 2007 email system, MRG has reduced technical support expenses and improved operational efficiency while positioning the company for the future.

Wheeler says that a key element for MRG is that many of their vessels were running simple POP email clients. "Now with an Exchange back-end, we can run a rich Microsoft Outlook client on the boats and have an offline/cached email experience," he said.

"We're doing more with less, and the model that works for MRG is to outsource Exchange operations to Azaleos," Wheeler added. "We own the servers, and equipment, but Azaleos handles 24/7 monitoring, management, support, and proprietary archiving for us."

One of the biggest benefits realized by MRG is peace of mind—knowing the system is working and is very unlikely to fail.

"With Azaleos as a partner, I don't even have to think about Exchange," said Wheeler. "I can focus on other activities that help build the business, improve employee productivity, and reduce costs," he added.

About Azaleos

Azaleos clients experience the cost savings and support levels of a hosted solution while their hardware, software, and mission critical data stay on-premise behind the client's corporate firewall.

Our patented ViewX technology was built specifically to remotely monitor Microsoft Exchange, Active Directory, SharePoint and Office Communication Server. ViewX securely transmits data on these applications to Azaleos' Charlotte and Seattle NOCs where experts proactively manage the client's environment 24x7x365, finding and fixing issues before users or IT are even aware that a problem exists.

Learn more about Azaleos today:
www.azaleos.com toll free: 866.318.8767