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Cobweb Solutions paves the way forward for Splash Worldwide's expansion



Cobweb Case study
Splash

splash



Customer Profile Splash



Industry

Advertising



Head Office

London



Services with Cobweb

Hosted Exchange

Splash Worldwide is a global integrated advertising and production agency. Since launching in 2004, the company has experienced rapid organic growth and is looking to more than double its business in the next three years. It employs over 100 people at its London headquarters, and at offices in the US, Abu Dhabi, China, Germany, Holland and Italy.



The pain point

Because of rapid organic growth the need arised to mitigate failures from on-site IT and remove single points of failure.

Fast, reliable worldwide communication

The company depends on Cobweb Hosted Exchange 2013, Global Relay Email Archiving and Hosted Lync 2013 Voice, Presence, Conferencing and Instant Messaging services for fast reliable communications and efficient collaboration between its users worldwide.

The Challenge

Splash Worldwide plans to achieve its growth targets by focusing on new media and geographic expansion. The challenge for the company is making sure it fully exploits the opportunities that exist in digital and moving content markets.

Its technology requirements are managed from the company's headquarters, as well as from additional managed hubs for the west and east coast US offices and other EMEA and global locations. In order to mitigate failures from on-site equipment and single points of failure, it was an essential strategy to locate key services in a cloud-based environment.



How we solved Splash's problem

Moving away from an on-premise solution to Hosted Exchange, allows Splash to collaborate more efficiently.

The way forward

In moving away from its previous email provider, Hosted Exchange services were identified as the next logical step.

Technical Manager, Phil Hunnisett, says: "We considered other providers, but were impressed by Cobweb's clear lines of communication when negotiating and implementing our chosen solution.

"Cobweb offered us the best value for Hosted Exchange services when we were researching alternative solutions. In addition to having a professional cloud-based provider, it was also important that we had 24-hour UK-based support for any issues and setup questions. Cobweb offered this, along with a dedicated account manager to deal with queries regarding our account or required service enhancements.

"We initially took Hosted Exchange services to move away from our existing hosted email provider, then added Global Relay Email Archiving services. After upgrading this year to the Exchange 2013 platform, we can now provide all our users with an unlimited mailbox as standard, as well as improved access to Outlook Web App (OWA). Setting up users on mobile platforms is also extremely easy.

"Cobweb offered us the best value for Hosted Exchange Services... and more importantly 24-hour UK-based support"

"Plus, we are able to take advantage of all the benefits of having Hosted Lync 2013 for our worldwide users and are now in the process of introducing it globally. This is a great tool that really helps our overseas offices to collaborate more efficiently. As well as having Lync conferencing, we now have simple and reliable instant messaging, allowing communications in real-time and the quick resolution of

queries. Lync presence management is accurate and reliable, and minimises disruption – users can set their presence status and it takes just one glance to see if a contact is available to talk.

"From an IT viewpoint, administration of email services is straightforward and easy to scale additional services or users as required.

"We are now looking at using the new Exclaimer signature and disclaimer service from Cobweb to simplify our global account signature. We are also considering Cobweb 365 to simplify our Microsoft Office requirements."

In short...

Splash can collaborate and communicate more efficiently worldwide

By adding additional collaboration and messaging solutions they are increasingly more flexible

Administration of email services is straightforward and scalable to allow for additional services or users



Cobweb Hosted Lync

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