



## Customer Case Study – CompleteTV

Q1 2009



# Introduction

Described as one of the world's fastest growing technology advances, IPTV enables TV viewers worldwide to access multimedia content via a simple broadband connection, without the need for PC systems or IT skills. **CompleteTV** is at the forefront of IPTV delivery in the UK, but when it came to internal IT, the pioneering company took the decision to outsource its Microsoft Exchange email provision. They therefore chose to bring on board a trusted IT partner to host it for them and, after looking at several service providers, selected **ThinkGrid** to manage their Microsoft Exchange platform.

## Vertical Market

Consumer Electronics

## Organisation Size

Small / Medium Business

## Solutions Utilised

Hosted Exchange 2007

## The Challenge

Having previously run Exchange on its own servers on-site, CompleteTV knew just how time-consuming managing the whole thing in-house could be. Ian Moir, Chief Technology Officer, explains: "Managing Exchange took up far too much of our time, and we wanted to spend less time on administration. As our workforce is distributed across the world, we also wanted to improve access for remote users. Until recently, mail access was to our own servers over a DSL line, and the upstream bandwidth of the line into the server really slowed things down."

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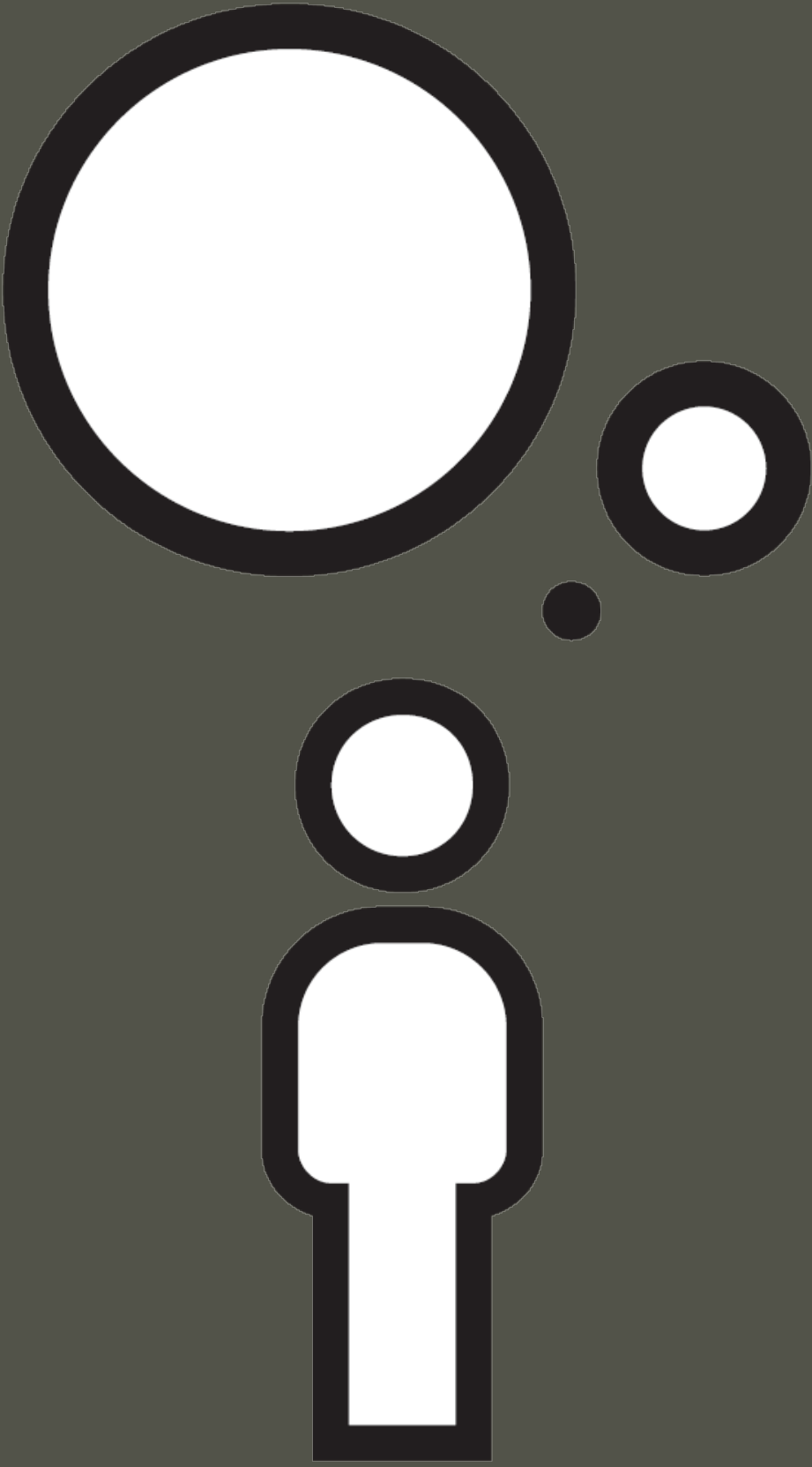
## The Solution

**ThinkGrid has provided a managed, hosted Exchange 2007 environment to allow CompleteTV to off-premise their existing Microsoft Exchange deployment and have it fully managed for their entire user base.**

Ian continues: "After conducting a web search, we settled on ThinkGrid because, in my opinion, the company offers the best balance between cost and features. I was also offered a great deal of flexibility over how I chose to use the allocated amount of mailbox space."

ThinkGrid's services complement CompleteTV's own as both companies factor in things like quality of experience monitoring, interactivity, service upgrades, content protection, customer management, zero-touch installations etc. to provide the simplest, most cost-effective solutions. With its hosted Exchange plans, customers are able to reap the benefits of using Exchange accounts in conjunction with Microsoft Outlook without having to invest in the costly infrastructure themselves – or install, manage or maintain it.

CompleteTV focuses on meeting customers' goals for IPTV services today, but is also looking towards the future and going 'one step beyond' in providing the capability to upgrade and add new services as they are required. This ability to easily scale provision up or down is something the company has in common with ThinkGrid, whose hosted service allows customers to add or remove users at any time.



# The Result

Substantial cost savings

Management time reduced

Expert help available 24/7

“The support staff have been excellent – they really know the product, and provided some very helpful advice to assist us during the transitional period.”

Ian comments: “We’re currently using ThinkGrid hosted Microsoft Exchange accounts for all our users, and have found the service to be extremely useful. Having a hosted mail service has allowed our employees far easier access to company information. We had encountered some problems at our end, but the team at ThinkGrid were able to move the migration schedule forward to minimise the impact on our business. In our line of work, combining specialist skills with a comprehensive understanding of service management is vital, and we believe that the best social inclusion services will be those that are simple to use, simple to install, simple to manage, but comprehensive in features. From what we have seen so far, ThinkGrid seems to subscribe to that belief as well.”

Rob Lovell, CEO of ThinkGrid, states: “With this enterprise-level IT solution, CompleteTV staff can access their email, calendar, contacts and shared files from anywhere with a broadband connection, which is ideal for a company with employees in multiple locations. I believe this partnership has the potential to work very well due to our shared ethos of continual development and dedication to customer satisfaction.”