



## Customer Case Study – Flo-Dyne

Q1 2009



# Introduction

**Flo-Dyne** design and supply customised solutions for industrial silencing and noise control that are used extensively throughout the world by gas, water, power, chemical and process industries. Having been selected as its new provider of hosted Microsoft Exchange, ThinkGrid helped to move **Flo-Dyne's** mail, contacts and public folders across from its previous email host, and now provides the reliable and responsive service the company needs.

## Vertical Market

Mechanical / Industrial Engineering

## Organisation Size

Small / Medium Business

## Solutions Utilised

Hosted Exchange 2007

## The Challenge

Max Higginbotham, owner of Flo-Dyne, explains: "As our operations are spread across the UK and Ukraine, we need a centralised email platform that is location-independent and allows us to share information like calendars and contacts. The company that was handling our hosted Exchange before seemed to have difficulty maintaining a consistent and reliable service. Problems would occur but they appeared to be unable to sort them out and, worst of all, they didn't talk to us about anything. When we tried to discuss any issues with them it was like talking to a brick wall. Our business provides cost effective solutions that deliver guaranteed results in their specific market sector, and that is what we were looking for in an IT partner."

"Problems would occur, but when we tried to discuss any issues with our previous provider it was like talking to a brick wall."

## The Solution

**With its guaranteed SLAs and dedicated support team for each and every customer, ThinkGrid was chosen to look after all of Flo-Dyne's Hosted Exchange accounts, providing a valuable yet cost-effective off-premise solution backed up by responsive IT support.**

Rob Lovell, CEO of ThinkGrid, comments: "Dealing with companies that wish to switch their hosted services from another provider is a common scenario for us. Quite often, though, people are nervous of migrating their email. They may be unfamiliar with the process, or they may not have a lot of IT knowledge or expertise generally, and can worry about data being 'lost' during the changeover. However, Flo-Dyne's products are designed using sophisticated computer programmes, so we were by no means dealing with IT novices. The company were already comfortable using hosted IT in the form of hosted Microsoft Exchange, but they just needed some technical advice when it came to moving everything across from their previous provider to our platform. Our support team worked closely with Max to ensure the migration went as smoothly as possible, causing the minimum of disruption to business."

ThinkGrid's Hosted Exchange service allows customers to enjoy the many advantages of using the world's premier email platform in conjunction with Microsoft Outlook without having to invest in the costly infrastructure themselves – or install, manage or maintain it. Users can access their accounts from anywhere with a broadband connection, giving them greater flexibility, and can plan meetings as well as sharing contacts and calendars. A centralised control panel lets customers add or remove users quickly and easily, so provision can be scaled up or down whenever needed.





# The Result

Reliable service  
guaranteed

Responsive IT  
support 24/7

IT management  
burden eased

“The technical support provided is very helpful. Moving to ThinkGrid has certainly made life easier.”

Max continues: “By contrast with our previous provider, I have experienced no problems with ThinkGrid’s service at all to date. They were quick to respond to my queries during the migration, and the technical support provided was very helpful. I can ring up at any time to discuss any problems I might be having and I know they will be swiftly dealt with. Having a reliable service makes a real difference – I no longer have to waste time trying to contact unresponsive technical advisors while the problem I’m encountering remains unresolved. Moving to ThinkGrid has certainly made life easier.”

Mr Lovell concludes: “We are committed to ensuring that Flo-Dyne receives the best service possible, and to that end are currently in discussions over other hosted IT facilities we can provide to improve productivity and lower costs. Listening to our customers’ requirements and coming up with innovative solutions that can be implemented quickly and easily means that as their businesses prosper and expand, we do too.”