



Cari-Med Replaces Rackspace with Microsoft's Exchange Online

Customer: Cari-Med

www.carimed.com

Customer Size: 400+

Country or Region:
Jamaica

Industry: Distribution

Cari-Med Limited is a world class distributor of pharmaceutical, hospital & medical equipment and consumer products in Jamaica. Cari-Med has established and continues to maintain strong partnerships with most of the world's top brands.

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<http://ttech.com.jm/ttech/case-study/>

CHALLENGE

Cari-Med has made steady inroads to upgrade and refresh its messaging infrastructure. The company's messaging infrastructure was being hosted on Rackspace before tTech implemented its Exchange Online solution. Dissatisfaction with support they received from their contractor and a desire for a robust messaging solution were among the reasons for the change.

Brian Thompson, Cari-Med's Senior System Administrator was responsible to oversee the implementation. He cited "we underestimated the time the project would take due to a few minor hiccups, there were, however no major incidents. The approach taken by tTech resulted in a seamless migration."

SOLUTION

tTech migrated all existing users and other accounts to Exchange Online and implemented Same Sign On to the exchange online environment. The implementation process of migrating users took into consideration migrating historical email and migrating users with no historical email. Same Sign On was completed using Microsoft Azure Active Directory Sync Tool.

- Prepare Active Directory to accommodate Directory syncing
- Set up of Mailboxes on Exchange Online with required settings
- Verify presence and structure of imported historical emails
- Verify presence and accessibility

RESULTS

tTech has assisted Cari-Med in realizing the following benefits from implementing Exchange Online and Same Sign On. "We have seen improvements for both business and technical users." Brian Thompson cited examples of the technical team spending less time supporting user incidents such as password reset and eliminating occurrence of users forgetting passwords. "We have more time to focus on mission critical objectives."

Exchange Online provides a productivity platform which has integrated well with Cari-Med's organizational needs. "As a distribution company we often have promotions via email, messaging features such as voting provides us with quantitative responses." This translates into improved business productivity, "something we weren't previously able to do."

- Sales Team

"We have enjoyed a great deal of support from tTech and have benefited from their knowledge transfer sessions. Our technical team has become more proficient at operating exchange environment."

- Antonio Dennis, IT Manager