



Validus knew that a migration between cloud services, in this case Office 365, was an important project for them. There were complications to deal with when moving email out of Google, and more complications still when it came to getting the most out of their email service.

Validus' Infrastructure Manager had used the Cryoserver solution in the past, and was quick to identify where his problems could be addressed.

“The features and power of Cryoserver are far in advance of what Microsoft Office 365 could offer.”

“When we started looking at Office 365 I wasn't impressed with the archiving and retrieval process. I'd used Cryoserver in the past. It was a system I was aware of, I knew it was good value in the market and it was something I was keen to explore.”

Problem

Searching restricted in Google and sub-par in O365:

“From an application and email point of view we want everything up in the cloud; which means we're using Office 365 and Exchange Online for email, with Cryoserver. When we started looking at Office 365 I was not massively impressed with the archiving and retrieval process. I'd used Cryoserver in the past. I knew it was good value in the market and it was something I was keen to explore.”

...And Google mail hadn't been much better:

“One of the key problems with Google that we faced was the ability to retrieve archived emails was restricted, so there were just a handful of users with the ability to retrieve emails from the vault. I thought that was crazy because I'd worked with Cryoserver where people could retrieve items themselves. That's the beauty of Cryoserver, empowering users to retrieve items from their own archive.”

Solution

“Once you've given users a robust backup and archiving process it certainly gives them the confidence to delete items and know they can still get them back.

In terms of promotion of the product we just used an internal guide. We personalised the guides provided by the Cryoserver staff and circulated them around the business.

Since then, if someone has access to the email they're looking for, they've always been able to find it within Cryoserver”



“ That’s the beauty of Cryoserver - empowering users to retrieve items from their own archive ”



Problem

File formats creating import issues to Office 365:

“The difficulty for us was with Google Apps, before Office 365 we were using Google Vault. Unfortunately when we did bulk exports from Google they package them up into Mbox files which are not Microsoft PST compatible.

We were having to convert and open them in Thunderbird and then use third party tools to convert them into a PST format. We decided there was too much leg work to do that.”



Solution

Cryoserver was able to run simultaneous ingestions of email:

“We used Cryoserver as a tool in parallel between the two systems during our migration. The Cryoserver tech guys suggested we use it that way, and it was music to our ears to learn we could journal from multiple sources.

We set Cryoserver up to receive journal from both Google and Office 365 during the migration. Just for the extra peace of mind that if DNS records were slow to update for certain customers we know those emails are collected within Cryoserver from source.”

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Problem

Office 365 Licensing issues:

Office 365 Licensing was expensive due to the number of old mailboxes which still required archiving. Validus wanted an archive which only charged per live user.



Solution

With Cryoserver licensing doesn’t have to cost the earth:

“Cryoserver has fitted in nicely because it’s filled the void in our Office 365 offering. It’s given us a greater level of control over who can access which email box. Because we operate with a large number of shared mailboxes which in a Google world means a user mailbox requiring a license.”

Cryoserver offered to license Validus per live user, as they do with every Cryoserver customer, helping to save Validus a significant cost.

By implementing Cryoserver Validus were able to smooth over their transition, and get more from their email systems. Now users are confident accessing their own personal email knowledge bank any time, quickly and conveniently, meaning less headache for the tech team and more productivity for management.