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Power Home Remodeling Group Enables Mobile Workforce with IceWarp

Organization:

Founded in 1992, Power Home Remodeling Group has grown to be one of Pennsylvania's largest and most recognized home improvement contractors. Specializing in energy efficient, low-maintenance exteriors, the company has established itself as an innovative and dynamic industry leader.

Problem:

The award-winning Power Home Remodeling Group holds its products and customer service to the highest standards and applies the same to its internal operations. Therefore, it expects nothing but perfection from its IT infrastructure supporting its core team in the company headquarters and hundreds of geographically dispersed workers.

Microsoft Windows environment, however, wasn't making this job easy.

"We were running MS Exchange, and it was crashing ten times a day," says Jeffrey B. Levine Director of Information Technology at Power Home Remodeling Group. "We wanted a stable operating system and that meant getting away from the Windows environment altogether. We decided to go with a Linux-based solution."

Solution:

Power reviewed several options and decided to adopt IceWarp. According to Mr. Levine, it was an easy transition. The whole process was completed literally on the fly.

"I started building IceWarp while Exchange was still running," recalls Mr. Levine. "Since Exchange had so many problems, the automatic migration was not possible. We created all-new user names and passwords and exported everybody overnight using Outlook. We were up and running in a day."

Power discovered it didn't have to make major workflow changes or do a lot of training.

"Training was easy," says Mr. Levine. "We had users up and running with the browser-based web client. To them, it was pretty much seamless. Then we installed the connector for Outlook and our desktop users were in sync. That was it."

Results:

Power discovered that IceWarp was not only a reliable Exchange alternative, but also a solution that fits the needs of the company's dispersed workforce.

"We have nine remote locations now and we are adding more sites all the time," says Mr. Levine. "There are about 400 people in the field with notebook computers and cell phones. And everybody is on IceWarp, using ActiveSync, mobile chat, groupware, shared calendars and global address lists."

Changes and updates can now be implemented from a central console and there is no need to physically touch endpoint devices.

"If you have a mobile workforce, IceWarp is easier than Exchange from a user and management perspective," says Mr. Levine. "We just ship notebook computers to users in the field and they start using the IceWarp web interface right away. We don't install a client on their machines, they are just using the browser. When we have to make changes, we make them on the server and don't have to worry about it."

ROI

According to Mr. Levine, his company realized substantial savings with IceWarp.

"Microsoft Exchange per-client cost is very high compared to IceWarp," notes Mr.Levine. "We saved tens of thousands of dollars. According to my estimates, the solution paid for itself in 90 days."

High tech support quality is also an important factor.

"We are very happy with the product and people behind IceWarp. They are always willing to listen to our needs, says Mr. Levine. "They made quite a few changes for us and are very accommodating. I have already recommended IceWarp to other companies!"

Learn more about Power Home Remodeling Group at: www.powerhrg.com

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