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**IceWarp Helps R&G Medical Legal Solutions Escape Punishing Microsoft Exchange License Fees, Improve Security**

**Company:**

Since 1992, R&G Medical Legal Solutions, LLC has assisted clients in seamless litigation support services - including facilitating aggregate litigation, deposition preparation, alternative dispute resolution and expert location. As a leader and pioneer in the litigation support field, the company offers full service one-stop legal nurse consulting services combined with comprehensive document retrieval and scanning services for clients - locally and internationally. The company's primary goal is to empower clients by providing expedient and comprehensive document management and medical legal consulting services.

**Problem:**

R&G Medical Legal Solutions' messaging infrastructure was powered by rapidly aging Microsoft applications, and Mr. Brian Oldham, the company's Chief Information Officer was really unhappy with the way the upgrade process was panning out.

"I was tired of paying each time I clicked the button," explains Mr. Oldham. "When the new MS Server 2010 and Exchange have to be installed, Microsoft wants you to pay the license for Exchange, then you have to get the server license (CAL) for every user. It was getting out of control as far as the number of licenses you needed to use it."

Additionally, the company's technology team did not want to run several applications: it was too complicated and risky.

"The reason we wanted to upgrade in the first place, was that we wanted to have chat features," explains Mr. Oldham. "The mishmash of Exchange and Microsoft Windows Live Instant Messenger for all our users was difficult to manage and had the potential to create security issues, we wanted our chat server to be hosted internally so we were not dealing with unwanted advertising, spamming and the potential for malware sneaking in."

**Solution:**

R&G Medical Legal Solutions realized that to find a cost-effective solution, the company had to combine all messaging solutions – e-mail, instant messaging, and support for mobile devices - in one platform.

"I wanted a product that would encompass all that," explains Mr. Oldham.

After looking at different messaging solutions, the company decided to go with IceWarp.

“When I saw IceWarp and its ability to support secure chat and share files, it seemed like a good option because it keeps everything internal,” says Mr. Oldham. “Obviously the security would be better.”

R&G Medical Legal Solutions managed to migrate all of its data to IceWarp, although the process was not ideal because to utilize the Exchange Migration tool from IceWarp they were required to first upgrade Exchange to 2007/2010.

“We had a pretty tough migration,” recalls Mr. Oldham. “My Exchange Server was 2003, so it was not compatible with IceWarp’s migrator which only supports Exchange 2007 and 2010. I had to upgrade to Exchange 2010 and have it ride side-by-side with the 2003 version, so that we could switch to IceWarp. It was not seamless, but the IceWarp tech support team made it happen. I am happy with the end results as far as getting it done.”

### **Results:**

R&G Medical Legal Solutions discovered that using the IceWarp console made the messaging infrastructure management significantly easier.

“While there is a learning curve to it, especially on public folders and permissions, it is really solid,” says Mr. Oldham. “It gives me all I need. Active directory integration really helps, the entire system is easier to manage – As a company that has quite a few temporary email users working alongside permanent employees, the IceWarp solution allows me to get those temporary accounts up and running without having to add them into Active Directory. I can build accounts that are external to active directory. That’s a big plus right there.”

R&G Medical Legal Solutions started to use IceWarp capabilities to power its remote users and provide secure chat capabilities to the entire workforce.

“We are using IceWarp for our core email system and for remote workers, supplying them with IceWarp Web Client accounts,” says Mr. Oldham. “We are deploying chat features, utilizing PSI Chat Client, and hosting the chat on our internal server. We also utilize shared information, including folders and calendars to enhance collaboration amongst our staff.”

Additionally, R&G Medical Legal Solutions extended IceWarp to support their mobile workforce.

“The ability to use ActiveSync to support mobile devices, such as Android and iPhone is a huge plus,” says Mr. Oldham. “It is seamless and works great with phone clients thus far.”

Mr. Oldham says he would definitely recommend IceWarp to other companies running Microsoft Exchange.

“Exchange is nice from the integration perspectives of Active Directory to Exchange,” argues Mr. Oldham. “However, cost-wise IceWarp is much more cost effective, almost 50% cheaper up front. “You can get the same functionality for substantially less money.”

In his view, technical support is an important additional decision-making factor. “My e-mail’s requesting support traditionally have been answered within 5-10 minutes from the time I hit send.” says Mr., Oldham.

**ROI:**

While it’s too early to estimate the overall ROI, the company believes that it already saved a lot by eliminating the need for costly upgrades of Microsoft applications

“Right away, IceWarp saved us close to \$15,000, long term it will be a much more cost effective solution for our needs,” concludes Mr. Oldham.

Learn more about R&G Medical Legal Solutions, LLC at: [www.rngmedcons.com](http://www.rngmedcons.com)

Learn more about IceWarp at: [www.icewarp.com](http://www.icewarp.com)