

MailStore Implemented at Mister Spex

MailStore Server Case Study

Mister Spex GmbH is the leading online optician in Europe. Based in Berlin, Germany, the company offers the best range of branded glasses and sunglasses as well as contact lenses at attractive prices, which are available across Europe via its website. The company has its own optometry office in Berlin where the final stage of production takes place and the glasses are subjected to quality control measures. Mister Spex generated a turnover of €65 million in 2014 and has over 1.5 million customers in Europe. It has a current workforce of approximately 300 employees and in 2014 received awards from the Deutsches Institut für Service-Qualität (German Institute for Service Quality) as the best online glasses shop and from the EHI Retail Institute as the winner in the category 'Jewelry, Watches, and Glasses.'



MISTER SPEX

Test Phase

Project leader	Matthias Junge, Senior System Administrator, and Marc Haenle, Team Leader IT System Administration
Objectives	<ul style="list-style-type: none">▪ Fulfill legal compliance requirements▪ Reduce the workload of the mail server▪ Eliminate mailbox quotas▪ Backup PST files▪ Simplify the mail server migration
Length of the test phase	Approximately three to four weeks
Decision	Mister Spex was above all impressed by the attractive price-performance ratio. Furthermore, the introduction of MailStore Server allowed the planned migration to Exchange Server 2010 to be carried out significantly faster.

Live Use

Implemented in	February 2014
Number of licensed users	400
IT infrastructure in use	<ul style="list-style-type: none"> ▪ Windows Server 2008 R2 ▪ Microsoft Exchange 2010 ▪ Microsoft Outlook 2010 and 2013 ▪ PST files
Evaluation of the initial installation effort and costs	“Well within the limits and relatively small when you consider how much of a central service this is.”
User administration	Users were created by synchronizing with the Active Directory in MailStore Server.
Archiving method	During set intervals, MailStore Server checks the emails in all mailboxes and assigns them to their users in the archive. Depending on the employee’s position, old emails are automatically deleted from the mail server after a specified time and are then only available in MailStore Server. This way, the volume of data on Exchange Server remains consistently small.
End user access	<ul style="list-style-type: none"> ▪ MailStore Client ▪ MailStore Outlook Add-in ▪ MailStore Web Access ▪ MailStore Mobile Web Access
Evaluation of the technical documentation	“Flawless – just how you want it to be, but rarely how it is from other vendors.”
Evaluation of the live use	“User feedback was very positive during the test phase and has remained so, too. Sometimes an employee cannot find an email, but it often transpires that an incorrect time period has been used in the search filter, for example.”
Evaluation of the permanent maintenance effort	“Impressively little effort is required to operate MailStore Server and support for the users.”

Overall Assessment

“Once MailStore Server is installed, you have to make sure you don’t forget about it, because it functions so smoothly. Particularly in the IT field that means a lot, although unfortunately it cannot be taken for granted. The Active Directory integration and archiving are so highly automated that maintenance is almost exclusively limited to update installation and distribution. This reliability, together with the excellent price-performance ratio, makes MailStore Server a superb product for us.”