

How Service Providers Can Improve Customers' Efficiency with MailStore SPE



Global Service Provider, which has been the French leader in professional application hosting for more than 20 years, helps small and medium-sized businesses to host either certain functions or their entire information systems. The company manages office applications, CRM software, file sharing, and messaging applications for its customers. In 2019, the company complemented its range of services by integrating an email archiving solution: the MailStore Service Provider Edition. This allows them to offer a customized archiving service to meet the needs of any company.

"I think it's a simple and intuitive archiving solution. The connection from the web interface means you can access its archives from any web browser."

Frédéric Bourzeix
Director Technical
Operations Global
Service Provider

About MailStore Service Provider Edition

The MailStore Service Provider Edition offers your customers modern email archiving services that are efficient and easy to deploy. You can manage your customers' archives independently and securely on a centralized console. By offering the MailStore Service Provider Edition to your customers, you benefit from business flexibility in terms of user management. You can control your infrastructure, and are able to set your prices independently for a white-label product. The solution also exists as an on-premise version in the form of MailStore Server.

Customer Challenges: Email Retention and Preservation

"We looked at various vendors in the market and MailStore proved to be the best solution for our needs, both in technical and commercial terms," said Frederic Bourzeix, Director of Technical Operations at Global SP. Global SP chose the MailStore Service Provider Edition to archive and back up its customers' e-mails securely from its Paris-based data centers. The MailStore Service Provider Edition has many benefits that allow them to offer a centralized, complete, and inviolable archiving solution.

Today, Global SP has more than 200 MailStore Service Provider Edition users among its various client typologies (from small to large structures operating in a host of different fields), and has

linked the MailStore Service Provider Edition to the Microsoft Exchange Server email solution. It is fully compatible with various mail servers and email clients, such as MDAemon, Microsoft Outlook, Kerio Connect, Cyrus, and Microsoft 365.

For Frédéric Bourzeix, this connection is highly interesting: "The opportunity to retain emails over time and – depending on the settings – to have a copy of all emails located on the company's premises or on its web server is a huge advantage."

In addition, Global SP's email archiving concept allows them to set themselves apart from the competition by providing a broader range of services. The company combines the MailStore Service Provider Edition with its Exchange plans to meet its customers' email retention and preservation needs.

Benefits of MailStore SPE

- Full data control
- Scalable technology
- Security and privacy
- Scalable storage
- One-click restore
- Prevention of data loss
- Reduction of storage requirements

"The MailStore SPE gives us the possibility to host the archiving platform and to comply fully with our customers' requirements: hosting from our data centers here in France."

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Solution: Combining Performance and Simplicity

"Also worth noting is that the MailStore Service Provider Edition is an intuitive solution, so searches are simplified and fast, and storage requirements are much lower than with an Exchange mailbox." One of the major strengths of the MailStore Service Provider Edition is that it combines performance, stability, and simplicity of functionality in a single solution. It also allows companies of all sizes to benefit from the legal, technical, and economic advantages of modern and secure email archiving. The reliability of the solution makes life easier for Global SP, because frequent calls to the technical support team are no longer necessary. According to the Technical Operations Director: "the solution is extremely stable, so we only had to call technical support during testing and while putting the solution into productive operation. Since then, we haven't needed to use them at all."

Result: GDPR Compliance

The MailStore Service Provider Edition helps companies meet a growing number of compliance requirements, including compliance with the EU's General Data Protection Regulation (GDPR) through the option of defining sophisticated retention policies. Many of Global SP's customers were wondering how to address these challenges. Using their email archiving offer, Frédéric Bourzeix's team was able to meet their expectations with the MailStore Service Provider Edition.

"The MailStore Service Provider Edition gives us the possibility to host the archiving platform and to comply fully with our customers' requirements: hosting from our data centers here in France," says Frédéric Bourzeix. Email archiving is a key part of developing a data protection strategy and helps to ensure compliance with new regulations. It also allows Global SP to protect themselves from legal risks and avoid complaints from their customers.

Overview

The MailStore Server Provider Edition solution fits perfectly with Global SP's business model of providing IT services to its customers on a subscription basis. In addition, the company has been actively focusing on providing its customers with products and services that meet and even exceed their expectations. Thanks to its usefulness and reliability, this solution allows them to respect this promise and maintain the trust of their customers.



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about our
partner program:



About MailStore's Partner Program

Registering and becoming an Authorized MailStore Partner offers various benefits like free access to Sales & Marketing resources, free NFR & trial licenses, excellent technical support, training & certification courses and attractive discounts. Our basic principle: The better we support our partners, the more successful they can sell our products. Our Partner Program is designed to make it easy for you to engage with and receive benefits from MailStore through the business model that is most appropriate for you, whether it's reselling our software or offering your own managed service. Learn more about our Partner Program on our [website](#) and register now!

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