



# International accountancy firm relies on Mimecast for email continuity and disaster recovery

## Mazars case study

When Mazars needed to find a solution that would cut email downtime and offer 24/7 business continuity, they were delighted to discover Mimecast could deliver a service that included security, DR, continuity and archiving



### Context

Mazars is an international, integrated and independent organization, specializing in audit, accounting, tax and advisory services. It is the 8th largest UK accountancy firm by audit fee income, one of Europe's largest accounting firms, and on a global scale Mazars relies on the skills of 12,000 professionals in the 55 countries which make up its integrated partnership on the five continents, with correspondents and joint ventures in an additional ten countries. Mazars is also one of the founding members of the Praxity alliance, which joins together 109 independent organizations and 25,000 professionals, in 72 countries.

### Challenge

Email is a vitally important system for Mazars, so much so that workflow would be hampered if it wasn't available. Due to bi-monthly updates that needed to run on their email Exchange servers, Mazars needed to find a solution that would cut email downtime and offer 24/7 business continuity. To avoid disruption the change control windows were always set outside of office hours but this meant that a member of the IT team always had to stay late to run the updates and invariably there was always someone working late who needed access to their email. Updates became less frequent and Jason Dudley, Head of UK IT, recalls how he feared the impact of this on the business, "Some of our users had really oversized email boxes and this together with delaying maintenance on our email servers eventually caused one of our Exchange servers' databases to fail. Even though we had our systems up and running in minutes, some users lost access to their email history for several days. We knew we needed to review our disaster recovery capabilities and improve our email management."

Mazars had been using a different SaaS email security and email filtering supplier for some time and it had become increasingly difficult to get the required level of customer support. When asked how they could facilitate email continuity, their original supplier proposed an additional service through a third-party. This transpired to be a costly and technically complex route and Dudley took the decision to review other options.

### At a glance

#### Company

- Mazars  
([www.mazars.co.uk](http://www.mazars.co.uk))
- Industry: Accountancy
- Number of Email Users: 1,500 in UK and 800 in South Africa

#### Objectives

- Email security, continuity and disaster recovery
- Run change control windows during onff hours
- Offer 24/7 email availability to staff
- Improve search and retrieval of deleted emails
- Improve supplier service levels and support
- Implement the most cost-effective email solution

#### Benefits

- Integrated solution for email security, continuity and archiving
- Anti-spam protection - Half a million emails blocked a month
- User self-service access to six month email archive
- Partner access to email from anywhere regardless of ongoing patching
- Greater functionality than previous vendor with improved ROI
- Vastly improved customer service

## Solution

Dudley reviewed on premise and other SaaS email solution providers as they weren't keen on managing everything internally. However, when he attended the Accountancy IT Directors' Forum, Jim Greenfield, IT Director at PKF, recommended Mimecast.

"We took an in-depth look at the solution and were delighted with Mimecast's comprehensive disaster recovery ability, which meant we could be confident that our email would never go down – even if our own Exchange server failed," comments Dudley. "And when Mimecast said they could deliver a service that included security, DR, continuity and archiving at a competitive price point to what we were already paying for virus and spam protection alone it was practically a done deal."

## Benefits

Once the Mimecast Unified Email Management solution was in place it immediately started to deliver business continuity during change control windows. Mimecast allows users to send and receive email even when the Exchange server is taken down for patching. Users no longer need to worry about losing access to email and they can continue to work uninterrupted seamlessly through Outlook. Having opted for six-month email archiving, employees are now guaranteed instant access to recent months email in any DR scenario.

Since implementation, requests for email Exchange mailbox restores have gone down by over 90%. "Our internal system archives emails after three months, but within the six month historical window that Mimecast provides we don't have to go back to tape anymore - we just go into Mimecast. We get about seven restoration requests a week, of which around three are email, and we solve all of those relating to the previous six-months' email using Mimecast."

In fact, aside from the service over delivering on expectations, Dudley has been very impressed with the level of support he receives, "Mimecast isn't like other companies where you ring the help desk, you log a call and then someone calls you back. I find the person I'm speaking to at Mimecast is very knowledgeable about their own product and how it is implemented at Mazars. They provide a professional, efficient support infrastructure."

Mazars has so far implemented Mimecast in the UK and South Africa but they are considering rolling out Mimecast even further. Dudley is currently drawing up the roadmap for their infrastructure on a global basis, "Personally I see Mimecast as integral in helping us integrate our offices, especially as France migrates from Lotus Notes to Exchange".

Dudley also understands how much money they could be saving on storage if they used Mimecast's ten year email archive as they could stop email archiving on their own systems and free up terabytes of space. Mimecast's eDiscovery functionality would also help them facilitate the court disclosures they are increasingly asked to provide.

To date Mazars have seen real value in moving to Mimecast. "Previously we were paying a cost per head for email security, and Mimecast offers security and so much more for the same price point. While we may not have saved money we've certainly not spent any more, yet we're delivering a comprehensive solution to the business which means that our employees can always keep on top of their work and commitments, and be 100% professional at all times. I have every confidence in our working relationship and I fully expect Mimecast to be a part of our future roadmap" concludes Dudley.

## About Mimecast

Mimecast is a leading provider of essential cloud services for Microsoft Exchange. Mimecast delivers enterprise email management services that include security, continuity and archiving. This suite of services provides total end-to-end control of business email, while minimizing risk and reducing both cost and complexity. Founded in 2003, Mimecast serves thousands of customers worldwide and has offices in Europe, North America and Africa.

➤ **"The single best thing about Mimecast is that we really don't need to worry about email continuity or security. Mimecast blocks 30% of emails out of 1.6 million emails that come in a month which means our exchange infrastructure is under less pressure from spam and viruses...I have never had any users complaining that Mimecast has blocked a legitimate email, it's always the system at the other end at fault"**

Jayson Dudley  
Head of UK IT  
Mazars

