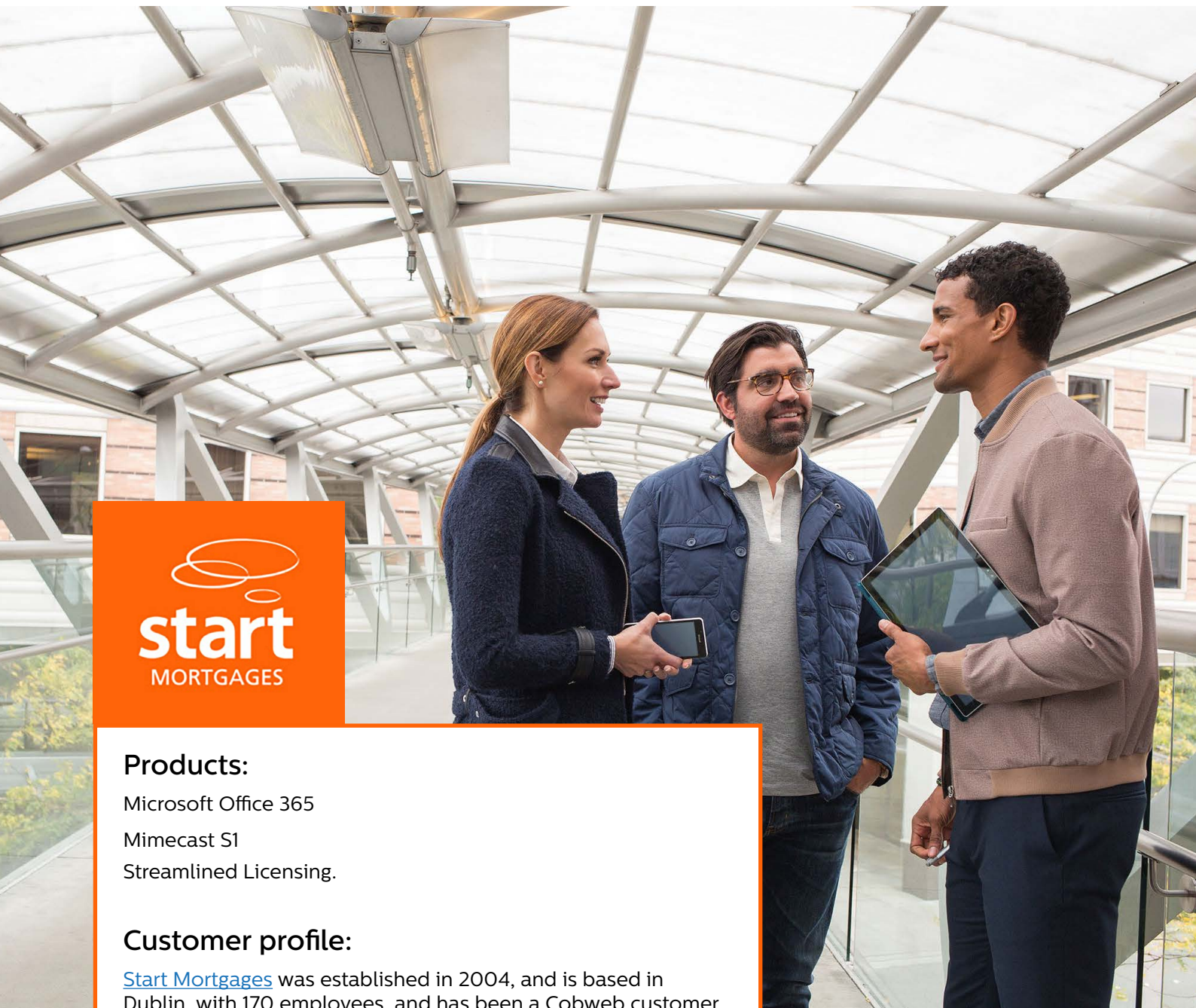


# Case study: Start Mortgages



## Products:

Microsoft Office 365  
Mimecast S1  
Streamlined Licensing.

## Customer profile:

[Start Mortgages](#) was established in 2004, and is based in Dublin, with 170 employees, and has been a Cobweb customer for over nine years.

# The move from Hosted Exchange to Microsoft Office 365

As a Hosted Exchange customer with Cobweb, Start Mortgages was also using the on-premises Office Professional Plus.

The company began to look into a move to Office 365 due to the increasing reliance on the use of Office and Outlook within the business, Office 365 delivering enhanced Office features and service, and the benefits of cloud-based software generally, including the provision of automatic updates, and enabling all employees to access the same product version.



## Microsoft Office 365

Microsoft Office 365 is the cloud-based office suite that combines the familiar Office features (Word, Excel, PowerPoint and Outlook, for example), with the next generation of productivity-based services, such as Planner, SharePoint, Yammer, and Teams, the team hub that now includes Business Voice, the complete phone system for organisations with up to 300 users.

Scalable to business need, flexible to be expanded to match ongoing requirements, Office 365 also has built-in industry-leading security, compliance and privacy controls.

Tom VanHoutte, Head of IT at Start Mortgages, says, “We approached various Office 365 providers, but the solutions for exporting and importing mailboxes proved too complex.

“However, when we discussed migration options with Cobweb in 2018, they came up with a very straightforward proposal that was simple to understand.”

The move to Office 365 took place in January 2019, with all 170 employees now migrated, and core applications used throughout the business, and with the use of OneDrive and shared documents gradually rolling out company-wide.

Tom VanHoutte: “The ability to share files in One Drive is very nice functionality, particularly the ability to make documents available to external parties for a limited time. It’s much more efficient than trying to maintain users and passwords. This is a key aspect of our work - the sharing of data outside the company, and it’s essential that we’re able to control access to it.”

## Mimecast S1 and Secure Messaging

In addition to moving to Office 365, Start Mortgages opted to implement Mimecast's email security and encryption solutions.

Tom Vanhoutte: "We've used Mimecast's functionality far more than we were expecting to.

"It's given us far greater control over the management of incoming emails, enabling us, for example, to weed out nuisance emails that were regularly targeting individuals in the company.

"We're also able to filter out emails for some individuals, while allowing others to receive those same emails."

## Global Relay Archive

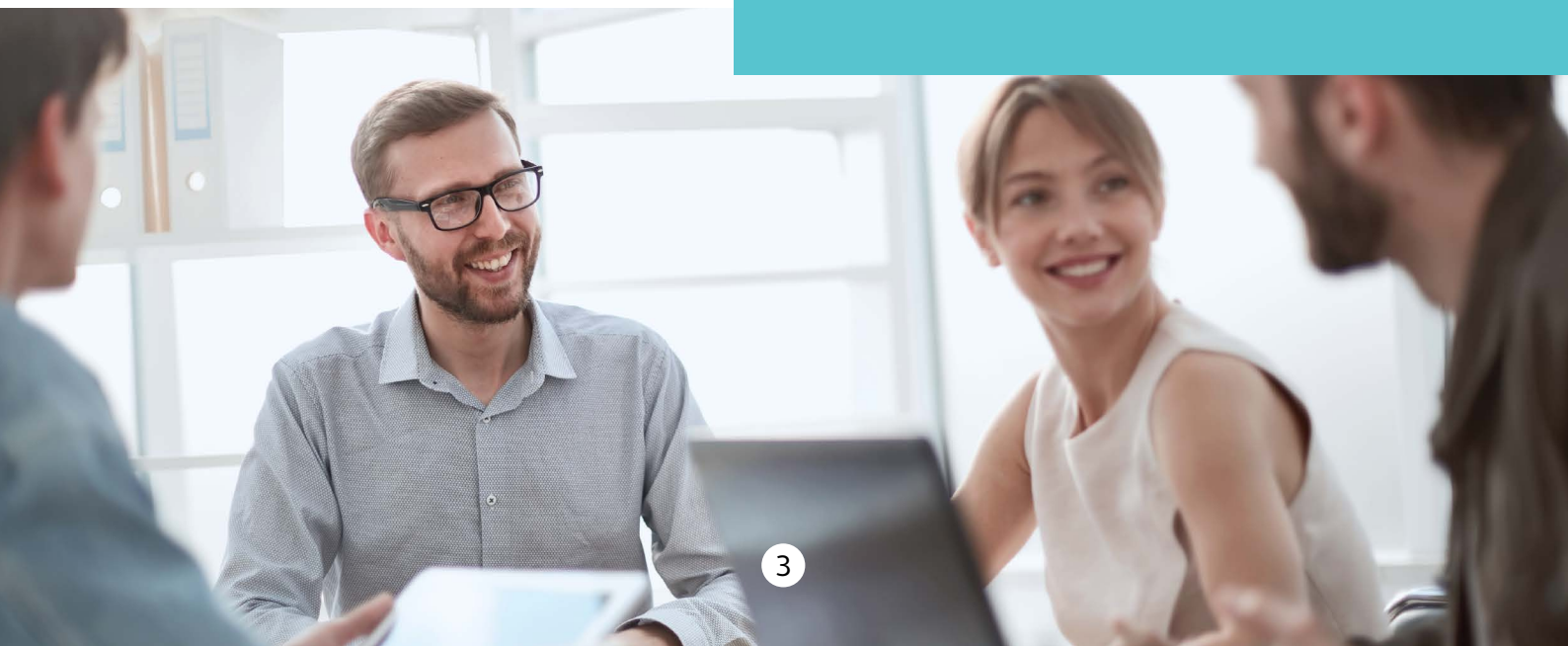
Start Mortgages had been using Global Relay's email archive solution since 2010.

Tom VanHoutte: "This was another big advantage of migrating with Cobweb.

"Other Office 365 solution providers tried to move us to other archive solutions, which would have been complex due to the data that needed to be included. But Cobweb enabled us to retain Global Relay, and which is also the solution we rely on to meet compliance requirements and to create the full audit trail we're required to provide."

## Mimecast Advanced Security and Secure Messaging

Mimecast Advanced Security helps protect against advanced email threats, such as spear-phishing, impersonation emails, malicious URLs and malware attachments, as well as spam and viruses, while Mimecast's Secure Messaging platform provides email security and encryption capabilities.



## Streamline Licensing

With a number of on-premises licences purchased for various areas, Start Mortgages opted to streamline their licensing arrangements using Cobweb's Streamline Licensing service.

Tom VanHoutte: "The company's licensing strategy is to move to a PAYG model as much as possible, which the CSP model offers.

"We've not only streamlined the licensing process, but have made forecasting easier, and been able to build in levels of flexibility regarding the numbers of users. We've almost doubled the size of the company over the past year - and it's still growing - and so predicting the number of licences we *might* need was difficult. This removes that difficulty."



Morgan Wharf, Cobweb Business Development Manager: "The idea was to consolidate the licensing under one bill, in one place through moving Start Mortgages' on-premises licensing to the CSP model.

"This also means that Start Mortgages now has a one-stop-shop for a number of their solutions. We're delighted that they now feel to be in a 'good place' with their licensing."

## Cobweb's Streamline Licensing

Cobweb's Streamline Licensing service helps businesses re-organise their Microsoft IT licensing into an efficient, cost-effective structure, by bringing the licences into the CSP (Cloud Solution Provider) programme. Billing is simplified, stays with one central vendor, and businesses pay only for the number of actual users of the licences, can easily add in/remove users, and move the cost from CAPEX to OPEX.



## Migration experience

Cobweb's professional services team was involved with planning for the migration from an early stage, following on to carrying out the move itself.

Tom VanHoutte: "This was one of the better projects we've undertaken - the migration process was very well managed, as was the whole project itself.

"Any issues were addressed very early on, and the level of support has been great post-migration.

"We can't fault Cobweb. Paperwork is comprehensive, and their communications perfect. Cobweb's great for flexibility and planning, and making things work easily."

Start Mortgages has a solution that suits their needs, costs are lower, under one roof, with one bill.

Morgan Wharf: "The opportunities with Office 365 and the cloud continue to grow. With Office 365, Start Mortgages has an evergreen product, with features and functionality continually added, and eliminating the infrastructure costs."

## Next Steps

If you'd like more information about any of the products mentioned - Office 365, Mimecast S1, or Cobweb's Licensing Service - contact the Cobweb team.

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**About Cobweb**

Cobweb is one of Europe's largest cloud solutions providers. Founded in 1996, the company draws on in-depth expertise and decades of experience in what is now known as cloud, empowering organisations of all sizes to grow into flexible, agile businesses through the deployment of best-of-breed cloud technologies.

A member of the Cloud Industry Forum and a Microsoft Gold Certified Partner, Cobweb was the first provider in Europe to deliver Microsoft cloud services through the Microsoft Cloud Solution Provider programme. The company prides itself on innovation and liberating its customers and partners through technology. This is backed up by UK support and advice 24 hours a day, 365 days per year. Based in London and Dubai, with an operations centre on the south coast, Cobweb is a British company with a global outlook.

