

P&O Ferrymasters Boosts Sales Order Handling and Reduces IT Admin by 90% with Mimecast Managed Email Service

Network Defence deploys spam and anti-virus managed service to guarantee just-in-time processing of 14,000 daily customer emails, payments and EDIs

17 April, 2007 - P&O Ferrymasters, a leading European freight management specialist, has succeeded in reducing Email administration by 90%, improving order processing and boosting just-in-time sales opportunities, by opting for an email managed service solution from Mimecast.

In a project designed and implemented by IT security consultancy Network Defence, P&O Ferrymasters is now able to handle 14,000 customer orders, enquiries and payments via email and electronic data interchange (EDI) every day, helping to ensure the group's £400m European freight operations run in a timely and efficient manner.

With email representing around 80% of the group's customer correspondence, P&O Ferrymasters needed an email perimeter management solution which would effectively monitor incoming and outgoing mail and protect the company against around 50,000 spam emails every day, but which would also bring operational time and cost savings, to maximise business productivity and position the company for future e-commerce opportunities.

David Rigby, IT Manager at P&O Ferrymasters said: "We needed to ensure that all customer orders and pricing requests are processed and completed as quickly as possible – delays lead to lost business and loss of revenue, especially as many customer orders are placed just-in-time.

"The Mimecast solution delivers high levels of protection against spam, but has also streamlined IT management, removing the need for email quarantine administration, which has not only resulted in significant cost and resource

savings, but crucially also enables us to meet all customer order and pricing requests efficiently.”

The previous spam and anti-virus managed service was not meeting the company’s needs, with emails spending too long in quarantine and resulting in loss of business for the freight specialists.

Network Defence deployed the Mimecast solution in order to give P&O Ferrymasters the protection, speed, reliability and ease of management they needed to meet the just-in-time requirements of the haulage industry, whilst guaranteeing security.

The Mimecast solution also forms an important element of the company’s disaster recovery planning. Users can obtain emails via a secure Web portal, in the event of a network outage, ensuring the company can continue to reply to customer orders and requests and maintain business productivity.

Following the successful deployment of the Mimecast solution, P&O Ferrymasters is also looking to deploy email archiving to help it meet regulatory requirements and email marketing solutions from Mimecast to help support its direct mail and advertising activity.

Ends/

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About Network Defence

Based in the North West, Network Defence is a leading IT and Data security consultancy that works with a range of companies in different markets to improve overall IT security and business efficiency saving time and money. www.networkdefence.com

www.POferrymasters.com