

NorthSeas

SMALL BUSINESS GUARD E/N



Ubitech Systems Inc.

Ottawa, Canada



***"The NorthSeas
Small Business
Guard E/N was a
breeze to install..."***

Ubitech Systems is a 20 year old company and a global leader in providing communication systems for national civil aviation authorities. With systems located in regions as far reaching as South America, Africa, Asia-Pacific, and the Middle East, Ubitech relies heavily on e-mail when communicating with its customers, business partners, and agents.

High quality customer service is essential for Ubitech. Account management however is a shared responsibility with sales representatives, engineers, project managers, agents, and administrators all regularly interacting with customers through e-mail. Ubitech uses a hosted mail service provided by a local Internet Service Provider (ISP) who provides more than 25 mailboxes on Ubitech's hosted server. With this system, since e-mail messages generally only existed on each individual's computer, it was very difficult for one employee to find information that another had sent or received by e-mail.

Ubitech installed the NorthSeas Small Business Guard E/N on its network and designated an unused existing Windows server as the message archival repository while continuing to use the hosted mail service. Now they have a single on-site repository of all their e-mail correspondence but without the need to take on the additional responsibility and management load of administering its own on-site mail server. Ubitech employees send and receive e-mails as before but now they have the freedom of deleting a message at any time knowing that it can be retrieved quickly and easily if needed, regardless of age.

"The NorthSeas Small Business Guard E/N was a breeze to install - we significantly improved our customer service levels because our employees now have a wealth of knowledge available at their fingertips simply by accessing the e-mail archive." David Smiley, Operations Manager

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