

SUCCESS CASES



"The unreliability of communications and the need to make a new investment in server hardware dictated the switch to Exchange Online."

- **Mário Outeiro, Industrial Director,
Cork Supply Group**



Cork Supply Portugal, S.A., founded in 1995 in Santa Maria de Lamas, is the Portuguese subsidiary of the Cork Supply group, present in the United States and Australia, a leading group in the natural cork sector, and one of the major players in the cork market in Portugal.

Cork Supply was founded in 1981 in the renowned wine region of Northern California. In the three decades since, it has multiplied its staff and activity around the world. With global production and R&D headquarters in Portugal, and customer service operations throughout Europe, North America, South America, Australia and South Africa, Cork Supply provides its products, services and professionalism to the wine industry in all the world's major producers.

All of Cork Supply's products are manufactured with the same commitment to customer satisfaction and quality assurance that has made their reputation as Bottling Specialists within the wine industry.

Microsoft Office 365 Exchange Online, with the support of Arquiconsult, is the answer to the challenges of high service availability, wherever, whenever and however it is needed.

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Situation

With the growing number of mailboxes and the volume and importance of the information circulating, the availability and speed of access to e-mail has become preponderant in the company's day-to-day activity.

According to Mário Outeiro, "The need already existed, mainly due to the lack of availability and reliability of the existing e-mail service. The Exchange server was hosted on our own premises, which, at the time, didn't have communications with the desired reliability. We had a lot of service interruptions. In addition, we needed to invest in new Exchange server hardware, making it the ideal time to consider moving to the Cloud."

Solution

Cork Supply was one of the first companies where Arquiconsult presented and implemented BPOS, the name by which the current Office 365 - Exchange Online was called in 2010.

The installation and migration of emails took place over 3 days in 102 mailboxes, with the respective users located in 4 countries (Spain, Portugal, France and the USA). According to Mário Outeiro: "The migration took 2 or 3 days, but we believe that if it had been done about 3 months later, with more experience in migration and with the new tools launched by Microsoft itself to support the migration, it would have happened in 1 day."

The cloud solution, Microsoft Office 365 Online, requires no initial investment and allows payment according to use, without prejudice to adapting the software to the business.

According to Mário Outeiro, Industrial Director at Cork Supply: "We no longer have to worry about backing up each user's email. We know that email is always available and secure in Microsoft's datacenter. Losing your mailbox is no longer a concern."

Partner

Arquiconsult has been Cork Supply's partner since 2001, when it implemented the company's global management solution, Microsoft Dynamics Nav. Given this deep and historic relationship and the fact that they were the first company to present Exchange Online to Cork Supply, and one of the first companies in Portugal to promote and implement this solution, Arquiconsult was the right choice.

"The decision to go with Arquiconsult was a natural one, not only because of the skills they have, but also because they were the company that first presented us with the service proposal and because there was already a historical relationship with which we were very satisfied, in the implementation and maintenance of the business solution, Microsoft Dynamic Nav."

"There was no negative impact from the change. Users didn't feel any change, except in terms of availability: email is now always accessible and with a performance never seen before."

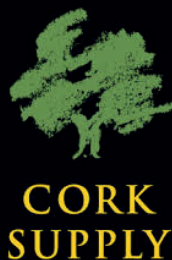
- Mário Outeiro, Industrial Director of Cork Supply

"From a financial point of view, the big advantage we see with Exchange Online is the shift from CapEx to Opex logic, i.e. we don't have any kind of investment in ownership and maintenance of the solution, but only consumption according to our needs over time. We only pay for what we consume."

- Paulo Couto, Director/CFO of Cork Supply

Benefits

- Information is now centralized, standardized and available in a format that is shared by everyone in real time.
- The new e-mail has backup, mailboxes with 25GB of space per user and anti-spam filtering through forefront security.
- The possibility of accessing e-mail via all the devices used by users (laptops, tablets, Blackberry, Web Mail, among others), the reduced and simplified maintenance that the system requires, as well as the guarantee of security and availability of information, are the main benefits that the company felt in adopting Exchange Online.



ABOUT ARQUICONSULT

Arquiconsult is an information systems consulting company, based on Microsoft Dynamics technologies, with offices in Barcelona, Bilbao, Lisbon, Luanda, Madrid, Oporto, Riyadh, Salamanca, Seville and Vila Real.

Composed by the largest and most experienced team of consultants, having already implemented some of the most complex Microsoft Dynamics Business Solutions and being frequently referred to international clients for their implementations in our country.

Arquiconsult is constantly innovating its offer and has several verticals available, for several activity sectors, which add value to Microsoft Dynamics 365. Microsoft Dynamics AX is a clear example that allows us to make available to Portuguese and international companies the best and most complete integrated Management solution.

Some reference clients in various sectors of activity:

- Polopique
- Dunlop Protective Footwear
- Teka Portugal
- Klaveness
- Farfetch
- Stericycle
- SAPA
- Gunnebo
- Tecnocabel

LOCATIONS

BARCELONA | BILBAO | LISBON | LUANDA | MADRID
OPORTO | RIYADH | SALAMANCA | SEVILLE | VILLA REAL

PT (+351) 218 205 610
comercial@arquiconsult.com

ES (+34) 633 907 561
comercial.spain@arquiconsult.com

AO (+244) 939 954 360
comercial@arquiconsult.com

KSA (+966) 50 763 4302
comercial@arquiconsult.com



www.arquiconsult.com

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