

Atmail improves customer email experience for regional U.S. telco

With 10 data centers and more than 10,000 fiber-route miles Arvig provide service to telcos, wireless carriers, and nearly 50,000 internet customers

CHALLENGES

- Outdated webmail experience
- Legacy platform did not scale and suffered a lack of redundancy
- Limited in-house email expertise
- Juggled with multiple vendors for email, antispam and antivirus
- No Class of Service (CoS), to monetize, making email a cost to the business.

SOLUTIONS

- Modern, device responsive and user friendly webmail service.
- AWS cloud platform, highly available with auto scaling
- On demand access to expert services as required.
- Email as a service inclusive of premium antispam and antivirus
- Class of Service (CoS), so email could be cleverly monetized.

RESULTS

- 25,000 mailboxes migrated from on-premise to AWS cloud
- No customer downtime and zero data loss during migration
- Highly available, stable and reliable email service
- Delivered as a service significantly reducing reliance on internal resources
- Created a fresh way to boost loyalty and communication with customers

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People often think of the cloud as a cost, but once you add the operational cost of people and hardware to manage it yourself, the cloud wins every time.

Atmail helped us realize those benefits in our email solution.

SHAUN CARLSON

Director of Research, Development & Continuous Innovation