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Howard Jolcuvar, IT Director

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Industry

Staffing for Creative Professionals

Location

Los Angeles, California

Challenges

Upgrading the quality and dependability of Creative Circle's email service to a world-class system without spending like it

Solutions

LiveOffice Hosted Exchange 2007
LiveOffice Personal Archive
LiveOffice Discovery Archive
Webroot Email Filtering
(partnered through LiveOffice)

Results

Improved email service response, significantly reduced IT maintenance and management time, fast search and recovery capabilities, and excellent external email filtering, resulting in an 85 percent reduction in inbound email due to spam

Former Solution

Microsoft Exchange 2003 (on premise)

Other Solutions Evaluated

Microsoft Exchange Server 2007 (on premise)
Software-as-a-Service (Hosted Exchange 2007)

Creative Circle Moves Email to the Cloud and Streamlines IT Management

Founded in December 2001, Creative Circle connects organizations with the highest-quality creative and marketing talent available nationwide. With offices in Chicago, Dallas, Los Angeles, New York City, Philadelphia, San Francisco, and Seattle, the company attracts exceptional candidates and corporate clients through a suite of solution- and relationship-driven services tailored to the specific goals of the individual or organization.

As Creative Circle grew and expanded into new markets to keep pace with the needs of its clients and candidates, it eventually outgrew its email solution. But updating this vital communication tool required some serious considerations.

New Technology Equals Better IT Efficiency

Creative Circle is a dynamic, relationship-oriented business that is communications driven. The company prides itself on custom-matching critical client needs to the best candidates available—and doing it fast. That means it must have a world-class email system that is 100 percent reliable and available. Although its previous email system was performing adequately, the company kept growing, which increased the maintenance needs for its email infrastructure. After looking at its business roadmap, it was clear Creative Circle needed a different answer than continuously throwing more and more money and technical resources into its email system. Howard Jolcuvar, the company's IT director, realized email could be outsourced for a better return on investment and an even higher quality of service, support and reliability. Plus, hosted email is a more scalable solution for ongoing growth.

Exploring Options

When Jolcuvar began evaluating solutions for the company's email needs, there were several options to explore: "We could continue running and supporting Microsoft Exchange in house, run Exchange in house but outsource the support or buy the expertise [email service] and support through a third-party, cloud-based provider." But with a lean-and-mean IT staff based in Los Angeles and offices from coast to coast, it wasn't long before he determined that an outsourced, software-as-a-service (SaaS) solution was the most logical choice to meet Creative Circle's various IT needs. With a user base spread across the country and growing, it made sense to connect everyone in the cloud.

"Continuously supporting and improving our email system was becoming a challenge, and I didn't want to add even more capacity to our IT department just to handle email support needs," said Jolcuvar. "Setting up Exchange Servers at all of our locations was cumbersome and expensive. Plus, we'd still have to worry about spam and virus protection, disaster recovery, etc. The LiveOffice solution has allowed us to streamline our IT support and maximize our resources. We now have peace of mind that our email system is as solid as it can be and is being cared for 24-7 by a company that takes this on as its only mission in life. If problems do arise, LiveOffice takes care of them quickly and effectively, which allows my team to keep focused on mission-critical strategic initiatives."

LiveOffice Hosted Exchange 2007

LiveOffice Hosted Exchange 2007 is a comprehensive cloud email solution that offloads the time-consuming management burden to experts. It offers all the same great benefits as Microsoft Exchange, but without the headaches often associated with supporting it internally. "We needed a solution that offered full-featured Exchange with Outlook," said Jolcuvar. "Easy administration, stability, world-class backup, timely upgrades and TCO [total cost of ownership] were key considerations as well. LiveOffice provided all of it in one convenient package."

Before switching to Hosted Exchange, Creative Circle received all inbound email through the Los Angeles office, which posed several challenges. "With everything centralized in LA, if we were down, everyone was down," said Jolcuvar. "But not anymore – LiveOffice's world-class model has given us the benefit of high uptime and continuity for all of our offices and eliminated our single point of failure. Plus, we don't have to worry about multi-time zone coverage with our IT staff anymore, which frees them up to be more productive in other areas."

“We can grow instantly without having to spend lots of money for hardware and software or dedicate a lot of internal resources.”

Howard Jolcuvar, IT Director

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For More Information

Contact our email experts and learn how we can help you meet your archiving, compliance and discovery goals.

Adding an Email Archiving Solution Offers Multiple Benefits

LiveOffice Personal Archive

Creative Circle is also taking advantage of LiveOffice Personal Archive, which allows end users to search for lost or deleted emails in their individual archives and restore them on their own. This valuable capability helps further maximize IT resources by allowing employees to skip the help desk. It also boosts overall productivity for staff, since they no longer have to wait for assistance to find the emails and attachments they need to complete their jobs.

“We’re still getting end users up and running with Personal Archive, but so far the results are positive,” said Jolcuvar. “The archive also allowed us to reduce some extremely large mailbox sizes without negatively impacting our staff, since we migrated all of our live inboxes and folders to the archive.”

Unlimited Mailboxes Equal Unlimited Storage

In addition to quick search and recovery features, email archiving in the cloud offers even more benefits. LiveOffice archiving gives end users unlimited mailboxes, which reduces the need for IT staff to enforce strict mailbox quotas. Employees can delete with confidence, knowing they can retrieve anything they may need later from their personal archives. Unlimited storage also offers significant cost savings year over year.

Built-in Email Continuity

Arguably one of the most beneficial features of LiveOffice archiving solutions is the built-in email continuity. If your email service goes down for any reason, you can still access all of your messages in your archive via a web browser and create, reply to and forward messages.

Choosing the Right Service Provider

“We have aligned our entire organization around the singular mission of providing the best staffing solutions for both our clients and candidates,” said Jolcuvar. “LiveOffice understands the importance of putting the customer first and is a vital resource in making our needs, and the needs of our business partners, their number-one priority.”

“I heard about LiveOffice through [S&L International](#), a strategic IT partner. Having a recommendation from a trusted partner made a big difference, but there were a number of other factors that influenced my decision to work with LiveOffice. In addition to key solution features and TCO, LiveOffice’s pre-sales and migration teams were very easy to work with and focused on making the transition go smoothly. I even got calls from the company’s CEO and VP of client services, and that was pretty positive and very much appreciated.”

The SaaS Advantage

“I was interested in it [SaaS], but I was concerned about performance, support, flexibility and TCO,” said Jolcuvar. “LiveOffice has done a nice job. Even though there were some initial glitches, they were resolved quickly, and I am very happy overall.”

Disaster recovery and redundancy were major factors that influenced Creative Circle’s move to the cloud. “Offloading the maintenance and support was the most important thing for us,” said Jolcuvar. “The timeliness of disaster recovery and backups has made a huge impact on our IT team, because we don’t have to use our internal resources to complete those tasks.”

The LiveOffice Difference

LiveOffice solutions are designed to make its clients’ daily work easier and more efficient while also saving money and freeing up IT staff to work on other important business initiatives. “LiveOffice has helped us relieve headaches over support, eliminate time-consuming upgrade projects and add new users quickly and easily,” said Jolcuvar. “We finally have our heads above water and can work on a lot of other projects as well as focus on more strategic things.”

Although Jolcuvar can’t specifically quantify the savings yet, he is seeing some major improvements in time and budget. “We don’t have to spend money on new servers, the labor to set them up or the ongoing maintenance,” he said. “We can grow instantly without having to spend lots of money for hardware and software or dedicate a lot of internal resources.”

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LiveOffice LLC
2780 Skypark Drive, Suite 300
Torrance, CA 90505
Phone: 800.374.2032
Fax: 310.539.6812
www.liveoffice.com

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