



Answering needs.
Integrating technologies.

Case Study



Trimax Hosted Messaging and
Collaboration Service

India's Leading Multinational General
Insurance company enabled with secure and
faster email communication for its employees

Business

Govt. Owned Insurance Company

Prior solution

Current Solution:

Trimax Hosted Messaging and Collaboration Service

No. of Users:

16,500 (Scalable to 30,000 users)

What is greatest benefit of hosting with Trimax?

“Secured, fast and paperless communication to dealers/distributors”

Emails has been a very essential communication tool in this age of technology, and with the growing number of businesses doing transactions online, the email is indeed a great tool in managing the business, so the need to keep it up and running 24x7 has also become imperative. Implementing and managing a Complex Messaging & Collaboration Service capability in-house has been cost-prohibitive due to high CAPEX and operational management cost, it is simply not cost effective for most businesses to reliably maintain a stand-alone mail setup.

But a hosted approach immediately provides fully equipped, top of the line system that is continually updated and monitored and ready with deployed application which reduces greatly the go live time and eliminates the up-front expense of having to buy expensive hardware and software, the need to hire additional personnel to maintain and upgrade the servers or train an existing IT staff on the new technology.

Keeping all these points in consideration, India's leading General Insurance company chose Trimax, an end-to-end managed solution provider, to provide Hosted Messaging and Collaboration Services for its employees across India. Trimax provided centralized hosted email solution on pay-as-you-go model and SLA of 99% service uptime. Also the proposed solution by Trimax helps it scale up as per business requirement. Completely managed email solution helps it concentrate on its core business and increase it by multiple folds using faster, secure communication among its employees.

Customer Profile

One of the Leading Multinational General Insurance company which is a 100% Government of India owned operating in 22 countries. They have been market leaders in India in non-life business for more than 40 years. Their Indian operations, today span across all territories through 1600 offices, including more than 600 micro offices. They have 19,000 employees and around 50,000 tied agents providing insurance services to their customers. They have over 160 products catering to almost all segments of general insurance business. The company have provided cover to Petrochemical, oil & energy industries, power & steel plants, aviation fleets, satellites, large projects & infrastructures, SMEs and are present in all forms of commercial sector.

Email Confidentiality is Crucial

Prior choosing Trimax hosted email solution, the company was using Linux based email solutions. They were looking for hosted dedicated messaging infrastructure which should not be shared with any other customer, however core network infrastructure like core and distribution switches, firewall, load balancer, gateway level Anti-spam infrastructure, backup infrastructure, monitoring tool for messaging infrastructure and management resources can be on offered on shared basis..

After evaluating multiple hosted email solutions from various hosted messaging service providers, they finalized Trimax Hosted Messaging and Collaboration Services which provides end-to-end managed, feature rich email solution based on MS Exchange 2010.

Case Study

Centralized, End-to-End Managed Solution

Using Trimax centralized hosted email solution the employees of the Company can now communicate very effectively. Trimax also takes care of its compliance requirements by retaining business critical communication data of employees with their agents/customers for required time period.

With outsourced email solution they are able to manage its core business without any email administration overhead and expand its business consistently.

Benefits to The Customer

- » Highly Available Enterprise Messaging Infrastructure hosted centrally in Tier III Data Center
- » Proposed enterprise email solution is based on industry proven solution, Microsoft Exchange 2010
- » Increased data security using centralized email solution keeping business data confidentiality intact.
- » Hosted on Latest Hardware with best of Technologies from leading hardware vendors
- » Current setup deployed, monitored & managed completely by Trimax team on ASP model
- » Solution deployed is for 17,500 users scalable up to 25,000 users
- » Predictable monthly cost on per mail box basis with various features
- » Central Helpdesk provided by Trimax to be contacted for any assistance required or issue to be addressed regarding email performance

About Trimax

Established in 1995, Trimax IT Infrastructure & Services Ltd. (Trimax) offers managed IT services, data center and cloud services, customized industry specific solutions, turnkey solutions and custom application services. Our clientele includes state governments, public sector undertakings, and business enterprises across banking, insurance, telecom, transport and energy (oil & gas) sectors. We have proven expertise in managing large and complex IT Infrastructure projects with a pan-India coverage. Our flexible engagement model enables customers to balance their CapEx and OpEx investments with their business priorities.



Trimax IT Infrastructure & Services Ltd.

ISO 9001:2008, ISO 27001:2005 & ISO/IEC 20000-1:2005 Certified Company

Managed IT Services • Data Centre Services • Cloud Computing • Application & Business Intelligence Services

Regd. Office: 2nd Floor, Universal Mill Building, Mehra Estate, L.B.S Road, Vikhroli (W), Mumbai 400 079.

Tel. 91 22 4068 1001 • **Fax** 91 22 4068 1002 • **E-mail** sales@trimax.in • **Web** www.trimax.in