



Recruitment company selects Databarracks for Hosted Exchange

Caspian One is a technology recruitment company working in the banking and broadcast sectors, with offices in Bournemouth, London, Toronto and New York.

The Customer

Founded in 2004, Caspian One uses specialised recruitment consultants to source highly-skilled technical candidates for a wide range of boutique and global organisations.

“Our Microsoft Exchange was already out-sourced with another company but they only provided hosting and no support. This caused problems and meant we couldn’t get urgent help when we needed it most.”

Louisa Palmer, Office Manager at Caspian One

The Challenge

Email is the primary communication channel through which Caspian One’s recruitment consultants correspond with clients, candidates and each other internally. The functionality itself is central to their core business.

However, prior to contacting Databarracks, Caspian One recognised that actually running and maintaining the Exchange-based email service was well outside the remit of their core business, particularly given their position as a business which prioritises deep-knowledge on pertinent topics.

“Our Microsoft Exchange was already out-sourced with another company but they only provided hosting and no support. This caused problems and meant we couldn’t get urgent help when we needed it most.”

Louisa Palmer, Office Manager at Caspian One

Operating a total of 90 mailboxes across 4 domains, Caspian One quickly became frustrated by the lack of support offered by the incumbent service provider. Furthermore, the terms of their contract proved largely inflexible, meaning that the email solution was unable to respond to changing business conditions (such as organisational restructure or staff churn), and so quickly became unsuitable.

Realising that merely outsourcing the technology was not enough (and following a cost-analysis that indicated in-house hosting wasn’t economical), Caspian One began to investigate alternative providers that could offer a more comprehensive service wrap around the email function itself.

The Solution

Caspian One approached the email provider market with three clear priorities in mind: the solution must be highly secure, fully supported 24/7/365, and most crucially, be scalable, so as to stay consistent with the changing needs of the business.

“When we compared the price of Databarracks’ Hosted Exchange with operating our email in-house, they were roughly the same. And that’s before we took into account all of the operating and management costs, and particularly given that hosting internally would leave us with a single server without any resilience.”

Marcus Graziano, Caspian One’s Director

Consequently, Caspian One selected Databarracks to provide a fully-managed secure email solution. Databarracks created the mailboxes and implemented Anti-Virus and Anti-Spam filtering. The migration was carried out in a single weekend to avoid any disruption to business continuity, whilst Caspian migrated their own email history to the new hosted environment.

In contrast to their incumbent supplier, Caspian One’s new contract with Databarracks contains in-built flexibility, charging on a per-user per-month basis.

“With our old hosting company, we used to pay for mailboxes on an annual basis, which meant when staff left, we had to carry on paying for unused mailboxes until the end of the year. All our email licensing and security issues are also taken care of by Databarracks, so our charges are now scalable and predictable - with no hidden costs.”

Louisa Palmer, Office Manager at Caspian One

Databarracks’ Hosted Exchange solution also delivers increased administration functionality, meaning Caspian One system admins can now log in, change passwords and set rules without having to create a support ticket.

Databarracks also provide backup for Caspian One’s Exchange Information Store, meaning all their mailboxes are protected against data loss.

“Knowing that our business-critical email communications are being hosted on robust hardware in the safest possible environment, gives us great peace of mind.

Marcus Graziano, Caspian One’s Director

“Not only did it make financial sense to opt for Databarracks’ hosted solution, they’re also a company we trust because they’ve been providing us with online backup for several years. Knowing that our business-critical email communications are being hosted on robust hardware in the safest possible environment, gives us great peace of mind. Combined with the 24/7, year-round support from skilled technicians, we know our email communications are highly available and always secure”

Marcus Graziano, Caspian One’s Director



Databarracks | Arxcis House | 9 Park Hill | London SW4 9NS
t: +44 (0) 800 033 6633 e: info@databarracks.com www.databarracks.com



Databarracks provide the most secure and supported cloud services in the UK. In 2003, we launched one of the world’s first true managed backup services to bring indestructible resilience to mission critical data. Since then we’ve developed a suite of services built with superior technology, support and security at their core. Today, we deliver Infrastructure as a Service, Disaster Recovery as a Service and Backup as a Service from some of the most secure data centres in the world, 30 metres below ground in ex-military nuclear bunkers. We back this up with unbeatable support from our team of handpicked experts. There’s no such thing as ‘above and beyond’ for our engineers because they only work to one standard: to keep your systems running perfectly. Databarracks is certified by the Cloud Industry Forum, ISO 27001 certified for Information Security and has been selected as a provider to the G-Cloud framework.

