

## How Fransen Engineering built their business on Radiant's Hosted Exchange

*Fransen is a Vancouver-based structural engineering firm specializing in industrial micro-projects, consulting when clients upgrade maintenance, support, and control systems.*

### THE BACKGROUND

Engineers expect things to work properly. And Fransen Engineering's Microsoft Exchange platform wasn't. It took Radiant to get it functioning the way they needed it to.

Fransen is a Vancouver-based structural engineering firm with four offices in BC and Alberta. They specialize in industrial microprojects, consulting when clients upgrade maintenance, support, and control systems. They pride themselves on being small enough to be able to move quickly and nimbly. As Blake Martin, Fransen's senior technology specialist says, "We're big enough to offer everything, and small enough to do it quickly."

Fransen had been outsourcing the hosting of their Exchange platform to another provider for several years. But they had continual service problems and interruptions. Martin explains, "Our previous supplier changed their spam setting and hundreds of emails didn't get delivered. They changed their architecture without notification, and created chaos in our internal communications. The only time they were interested in us was when our contract was coming up. We had to do something."

### YOU CAN'T WAIT FOR LOST EMAIL

Originally, Fransen was looking for a partner to install and manage an MPLS private network. As Martin says, "We looked at moving IT inside, but we didn't have the infrastructure." Their contract with their Exchange provider was coming up and they were so unhappy with the service that, "We decided we'd deal with the MPLS network later. We couldn't wait any longer to make the change."

Fransen looked at a number of alternatives, with some specific requirements. "We insisted on having our own domain, and full administrative control of the servers," says Blake. He knew that a dedicated Exchange server would give Fransen better security and more flexibility. Radiant was the only provider offering Hosted Exchange for less than their existing supplier. Blake was also impressed with Radiant's infrastructure and the knowledge level of their tech staff. He decided to make the move.

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An IT migration can be a very painful process. Service interruptions are expected and data can get lost in the process. None of that happened in this case. Blake liked the way Radiant went about organizing and executing the move. They spent two weeks in planning, even though they were actually rushing the migration because Fransen’s old service contract was expiring. “Radiant’s technical staff was great throughout the setup and the move. They helped us troubleshoot everything, and the switchover went very smoothly,” says Blake.

### **PUTTING AN END TO STAFF COMPLAINTS**

Blake was used to staff complaints about their Hosted Exchange. Their previous provider was unable to keep service in sync. Now it works automatically and without hitches. Blake adds, “Since we switched to Radiant, no one complains anymore.” Furthermore, Blake has noticed that it takes about half the time to get new employees set up and running.

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Perhaps the biggest vote of confidence that Fransen could give Radiant was to have them install the MPLS private network Fransen had originally been looking for. Blake and his team saw the advantages of having their MPLS network and their Exchange with the same provider. As an engineering firm, they move a lot of big files and their private network provides a direct link for those files. Blake explains, “It’s nice to have it all as a node.”

The bottom line on the move to Radiant? “I was expecting it to be good, and it was.”

#### **About Radiant:**

Radiant is Canada’s leading independent business Internet provider. Established in 1995, Radiant delivers Business Internet, Cloud Computing and Hosted Exchange solutions to over 4,000 businesses across Canada. More than 10,000 stores in Canada’s largest retail chains depend on Radiant’s Business Internet and MPLS Private Networks. Mid-size companies across all industries profit from the unparalleled speed, reliability, and value of our Cloud Computing, Hosted Exchange, and SureLink Business Ethernet solutions.

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