



Need to Energize Microsoft Exchange While Stretching Dollars Sparks Electric Co-Op's Use of MessageWare AttachView and Plus Pack



Consumer Power Inc.
Oregon, USA
<http://www.cpi.coop/>

Industry:
NGO Electric Cooperative

Challenge:
Increase the value of the company-wide email system

MessageWare Products:
AttachView
Plus Pack

Key Benefits:

- Easy and secure access to email attachments, distribution lists, and more

■ CHALLENGE

Like the residents of the counties it serves, Consumers Power knows the value of a dollar. The rural, non-profit co-operative, which furnishes electric power to farms, homes, and businesses in Oregon's picturesque Willamette Valley, budgets carefully for all its expenditures-including its technology investments.

"We don't have a lot of extra money laying around," jokes Charity Morris, the company's IT network administrator. "We make every penny count."

Morris, who manages Consumers Power's local and wide area data networks, had been looking for a cost-effective way to increase the value of the co-op's Microsoft Outlook Web Access (OWA) email system. OWA, a versatile email client which lets individuals access email from any web browser, was available to virtually all employees with company email accounts. But usage was light.

"A lot of our people are on the road. Stakers, for example - the people who stake out jobs in the field - can pick up their assignments in the morning without coming into the office. Many others would benefit from sending and receiving email from home or an Internet station somewhere," Morris said.

Morris and her boss, Director of IT Roman Gillen, felt that enhancing OWA with a strong suite of easy-to-use features would increase its usage and improve worker productivity. With financial resources at a premium, however, the answer would have to deliver value as well as convenience.

■ SOLUTION

Morris began searching the Internet and talking to tech industry colleagues for recommendations on OWA enhancement software. Before long she had assembled a short list of products.

"We found three different vendors who offered solutions," stated Morris. "For the best combination of price and features, through, MessageWare rose to the top."

The Consumers Power IT team felt MessageWare's Plus Pack for OWA would add tools most important to users. "Other products offered options we didn't care to have," stated Gillen. "In addition to spell check and a thesaurus, for example, Plus Pack offers real productivity features like the ability to easily create and access distribution lists. It also helps people manage their calendar and contact information by letting them mark certain entries as private."



Case Study

Enhance and Secure Outlook Web Access

“AttachView is a terrific enhancement because it lets people open just about any possible type of file attachment from anywhere, without even having the original application installed in the PC.

Cathy Morris
IT Network Administrator

■ SOLUTION CONT'D

After installing Plus Pack into OWA, Morris came back for another MessageWare product - AttachView. “AttachView is a terrific enhancement because it lets people open just about any possible type of file attachment from anywhere, without even having the original application installed in the PC,” she said. “Our people can open Microsoft Word files, Adobe Acrobat files, and many others, then search the text and even print the document as needed.”

Also attractive to Morris were AttachView’s security features. “Because attachments are converted into secure web pages, documents aren’t left behind in the browser. If our people access their email on a public PC, there’s nothing left behind for others to see.”

■ RESULTS

Since adding Plus Pack and AttachView to their email system, the Consumers Power IT team has seen a marked improvement in the value of OWA. “MessageWare’s products have made it quicker and easier to do all kinds of tasks in Outlook Web Access,” stated Gillen. “Plus Pack and AttachView have increased the business functionality of our remote email system significantly, at a very reasonable cost.”

Morris has gotten very positive feedback from employees. “People have come and talked with me, telling me they think it’s great,” she notes. “We’re seeing all our people, from operations and marketing staffs to district managers, using OWA. Even the CEO has used it.”

As the co-op continues to improve the usability of email for busy employees, Morris has found a nice side benefit. “I’m one of the biggest users now,” she says. “When I’m out of the office, I’m able to go online and handle just about

■ ABOUT MESSAGEWARE

MessageWare is the world’s leading provider of enhancement and security solutions for Microsoft Office Outlook Web Access (OWA). Our award-winning solutions include ActiveSend, AttachView, NavGuard, Plus Pack, SessionGuard, TimeGuard and CalendarShare. These products are also available bundled together in the OWA Suite.

Founded in 1993, MessageWare is a Microsoft Gold Certified Partner and a Global Exchange ISV. Thousands of the world’s most successful organizations use MessageWare’s OWA solutions to enhance and secure their production email environment.

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