

## Office Data finds that Cortex is the perfect tool to enable the company's rapid growth

Office Data is a Swedish company that provides managed services such as Hosted Exchange, Citrix® XenApp™ and SharePoint to customers in Sweden and in other countries including China, the United States and Spain.



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With plans for major expansion of its hosted services operations, Office Data realised it needed some smart new tools to help manage its users. "We knew we were going to expand a lot, but our old systems of managing our customers and their accounts meant that we had different technicians implementing different customers in different ways. We could see we would struggle without a very good system in place," says product manager Kjell Gabrielsson.

Whilst they were looking at options, Cortex's European representative Corald Jelgerhuis introduced Office Data to a provisioning platform designed in New Zealand. The Cortex product had strong appeal, and has turned out to be a winning solution.

### Real benefits for business

Cortex appealed for many reasons. Firstly it would provide a solid, standard provisioning platform for all customers and would provision a wide range of hosted services.

Cortex's easy to use interface would also enable customers to take care of many provisioning tasks themselves, such as changing passwords and adding new users. This instantly translated to reduced labour and support costs for Office Data.

*"The service and software licence agreements are constructed well. We don't pay anything unless we have a customer using the platform, so the costs are directly scalable to our level of business"*

*Kjell Gabrielsson, Product Manager  
Office Data*

Importantly for the Scandinavian company, Cortex can easily enable multi-lingual translations of applications. Dealing with customers in diverse countries as well as domestic customers in Sweden requires parts of the platform and interface to be presented in English and / or Swedish.

### The right fit for global success

Kjell Gabrielsson, and Office Data's systems engineer Bertil Haga, found that as much as the Cortex product met their business' needs, the people behind the software provided equally impressive service and knowledge.

"The Cortex staff are very professional and made the whole process a good experience for us. They always understood our issues and were responsive to our needs," says Bertil Haga.

Kjell Gabrielsson found that Cortex's ability to work with smaller businesses also contributed to the success of the implementation. "Cortex had a strong intention to work with small and medium sized businesses, such as ours. They understood how we are thinking in doing business with our customers," he says. ▶

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***“ Cortex has provided the tools we need to grow our business. Without it we would be drowning in process of administrating our customers – in terms of both labour and costs.”***

*Kjell Gabrielsson, Product Manager  
Office Data*

Office Data also found that working with a company on the other side of the world has its advantages. Requests made at the end of the working day in Sweden can be dealt with 'overnight' by Cortex staff in New Zealand, allowing Office Data to provide prompt service to its customers.

## A good investment decision

Office Data will continue to realize savings made through reduced labor and support costs, thanks to Cortex's easy provisioning system and user self-provisioning functions.

Cortex is delivering further savings by providing Office Data with accurate user numbers, allowing them to charge accordingly. Kjell Gabrielsson calculates that these and other efficiencies will mean that Cortex will have paid for itself (including implementation and licence costs) within 6 to 12 months.

Office Data is confident that the Cortex provisioning platform will enable the company to increase the number of users it serves by more than 200 per cent in the coming year. ■

***“The whole experience of implementing Cortex and provisioning our customers has been a very easy transition – Cortex has fitted our needs perfectly.”***

*Bertil Haga, Systems engineer  
Office Data*

## Highlights

### Summary

Cortex has provided the tools Office Data needed to enable substantial growth in its managed services business. The provisioning platform replaced an older manual system that was labour intensive and subject to variations.

### Key features used

- Microsoft Hosted Exchange
- Citrix® XenApp™
- SharePoint

### Key requirements

A comprehensive provisioning platform that would:

- Standardise procedures for provisioning customers
- Enable substantial growth
- Be cost effective for a small/medium sized company

### Key benefits

- Comprehensive provisioning platform for a range of managed services
- Fully scalable solution in terms of costs and operations
- Delivers savings through reduced labour and support costs
- Enables user self-provisioning for many tasks
- Easy to translate for multi-lingual application
- Easy to use interface
- Smooth implementation
- Backed up by professional service

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