SouthCoast
commercial

Client:

South Coast Commercial, LLC is a real estate investment and asset management firm, specializing in the acquisition, ownership, and management of quality, unanchored neighborhood centers through the Southeastern United States.

Obstacle:

South Coast Commercial was using a small business server that was hosting their Exchange email system, and also functioning as a file and print server. However, as more employees began to operate remotely, access to important documents i.e. brokerage account files became increasingly difficult. Additionally, email system downtime resulted in loss of productivity and communication. The inefficiencies in communication and document management was observed by Progressive Technology, who then initiated dialog around hosted email and document management.

Resolution:

After consulting with South Coast management, a migration from on-premise email to Microsoft Hosted Exchange was approved. Progressive Technology moved the mailboxes from incumbent server to Hosted Exchange cloud over the span of a few days. The migration was staged so as not to inhibit communications, and all message archives were transitioned smoothly. The new hosted email platform freed South Coast from having to worry about outages at office, and associated downtime to email. This provided continuous communication channels with clients, and enabled South Coast to provide a high-level of service.

After email migration project was completed, South Coast Commercial and Progressive Technology then focused on a transition to a document management platform which could provide ease of access to important collateral from various locations. The Progressive team recommended Egnyte, due to its flexibility and enterprise-grade security. Progressive Technology wanted South Coast property managers to be able to access the hundreds of gigabytes worth of documents without over-taxing network bandwidth. Therefore, in addition to installing and configuring access to the Egnyte hosted service, Progressive's project team also set up a copy of all South Coast documents on a virtual server. This allowed users to have quick access to database files like Quickbooks without performance issues, while still maintaining the enterprise-level security and accessibility of a cloud-hosted platform.

Outcome:

"For our organization, which has several locations and a number of staff who work remotely, Egnyte and Hosted Exchange play an essential role in our operating platform, enabling us to communicate and share data seamlessly. Many of our staff travel frequently, and the mobile access features which these applications afford enable us to serve our customers faster and 'on-demand'.

From an administration standpoint, the systems management tools are intuitive and user-friendly. Egnyte and Hosted Exchange have played an important role in facilitating our growth, and we believe they will enable us to scale in the future. The team at Progressive Technology identified, designed, and implemented this solution for us (even before we knew we needed it), and they have been a strategic partner in helping us fully leverage the technology to drive efficiency."

- Kyle Evans, Chief Operating Officer

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