



**Customer:** Window Universe

**Website:**

[www.thefutureofreplacementwindows.com](http://www.thefutureofreplacementwindows.com)

**Country or Region:** United States

**Industry:** Retail / Services

#### Customer Profile

Replacement window contractor that offers energy efficient windows for homes.

#### Software and Services

- Microsoft Office 365 Migration
  - Microsoft Office Deployment Kit
  - Microsoft Office 365 Cutover
  - PST Data Migration

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[www.grstechnologysolutions.com](http://www.grstechnologysolutions.com)

## Retail firm improves its productivity and works more efficiently with GRS Office 365 Solution.

“Having a dedicated IT provider like GRS, has helped reduce down time and workflow disruption making the added cost worth the investment.”

Dan Schweihs, CEO, Window Universe

Window Universe is a major window and door replacement company with locations serving the entire Washington DC area, Fredericksburg and Richmond. By migrating to Office 365, the company has been able to maximize their productivity across all end users and generate positive effects on the speed of information both leaving and entering the organization.

#### Changes required

The Case Study presented here is an example of how GRS has identified, researched, and taken the correct actions to resolve a mail and mailbox size problem.

Window Universe was having two related problems: One with size limitation on emails and the other with spoofing attacks. Then a secondary problem of continuous password prompting, which may also have been related to the first two problems.

GRS was able to solve all three problems, plus a further two they identified, with the use of GRS Office 365 solution, to the benefit of their client, Windows Universe, in two ways: Firstly, the initial problems were solved and productivity greatly increased, and secondly, the client also has the added null flexibility and functionality of the software upgrade to Office 365.

#### Situation

Mailboxes would stop working due to a size limitation. A manual change in size was then needed to alleviate this. Manual changes were time consuming and not efficient, seriously affecting productivity of the company's staff at all levels.

Also, the client Windows Universe, was utilizing 'Go Daddy' Webmail, and unfortunately, they had been the target of an attack, leading to their email accounts being spoofed, and spam emails were being sent to their contacts under their email addresses.

Staff were being continuously prompted for passwords when working out of their Outlook client, which was most likely related to the spoofing attack.

“Since working with GRS they have been on call to our every need and concern that we need to run an efficient business, and because of them we continue to thrive.”

Dan Schweih  
CEO  
Window Universe

#### Additional Problems Identified:

- Client system was limited to a set number of SMTP relays per day, again adversely affecting staff productivity.
- Client was using an outdated web client - Outlook 2010.

The three presented problems, and the two further identified problems, as listed above, were drastically affecting productivity, by increasing the time taken for mail related activities for all end users in the client’s organization.

Window Universe had a continuing risk to their reputation in the marketplace, due to the ongoing problem of emails being spoofed and sending spam out to their customers and suppliers.

#### Solution:

GRS Technology Solutions identified the best, most permanent solution to the mailbox size limit & SMTP relays, was to move the client’s mail operations to the cloud. With this move as their goal, they further identified the best cloud options as being the following three:

- G Suite
- Office 365
- Intermedia

#### Decision Taken:

After due consideration, and analysis of options, GRS confirmed that Office 365 would best meet their client’s needs.

#### Implementation:

- Migration of 7 mailboxes.
- Export and consolidation of the PST files.
- Set up of the tenant in Office 365.
- Verification of the domain in O365.
- Creation of the user’s mailboxes.
- Removal of old webmail records from domain.

- Installation of the O365 suite onto each machine.
- Import of PST files into their respective mailboxes.
- Creation of the necessary distribution groups.

#### Benefits:

GRS O365 suite, and exchange mailboxes, allows Window’s Universe to maximize their productivity across all end users by creating peace of mind for the users, and the organization, that the original problems have been eradicated, and will not be recurring:

- Emails are no longer being spoofed.
- No SMTP limits.
- No Mailbox limits.
- No recurring requests to reenter passwords.

The eradication of these problems has positive effects on the speed of information both leaving and entering the organization, with the related increase of productivity for all staff using these systems.

Additionally, the O365 system offers further benefits for IT admin, in that it provides them valuable added flexibility to allow them to more effectively manage end users.



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