

Westbury is a London based firm of Chartered Accountants that has extended its service beyond that of traditional accountants.

To keep with ever changing business complexities, Westbury not only offers a professional and tailored accountancy and taxation service, but also provides comprehensive business advice to those that require it. Typically, clients for the latter service are start-up businesses or SME's, but also larger clients wanting to expand and add an international dimension have also assumed the service.

The problem

In the fast-paced environment of Accountancy and Business advisory services, quick turn-round on all work is essential to both the business and its clientele. Westbury had previously instructed another leading web-hosted service provider but were left in dismay following a string of potentially business damaging service errors. The errors occurred on a number of levels – including delivering error messages every time that reports were requested from the system and the delivery of blank excel sheets that, when reported, were shrugged off as an internal problem at Westbury. On one occasion a critical mail containing time-sensitive legal documents was incorrectly filtered. The mail was only identified two days after the required deadline as the result of a phone call. Fortunately Westbury was able to save the deal – but the mistake made a genuine and potentially significant impact on the business.

The solution

The solution came in the form of Webroot (formerly Email Systems)' innovative technology. The Webroot (formerly Email Systems) team was knowledgeable enough to recognise and rectify the issues within minutes – and the service implementation which was also in place within a matter of hours.

The benefits

The service enhancement solved all web and email problems that Westbury had previously experienced as well as continuing to exceed expectations with its best of breed security, filtering and archiving services for email. Westbury were let down by the fact that its previous suppliers' technology over-compensated in differentiating business email and spam mail and often filtered business mail inappropriately. Webroot (formerly Email Systems)' technology ensures that over 99% of spam mail is recognised and filtered, leaving just business critical mail to be forwarded on the user. All the benefits of Webroot's E-Mail Security SaaS services are delivered without any hardware or software being installed, therefore removing the associated costs and risk. As a managed service the user is assured that systems are monitored 24 hours a day, each day of the year by experienced engineers to ensure that email is being managed correctly.

Comments

"The business suffered because of substandard technology and a poor service. Webroot (formerly Email Systems) was the complete opposite and supplied an instant solution to the web, and moreover, email problems we had previously encountered. Without it I have no doubt that the business would have continued to suffer, a situation that could have been crippling for a business of our size."

Leon Williams, IT Consultant, Westbury