

Hosted mailbox makes 'email-anywhere' easy for iPhone user.

About our client

Marc Thornton, a long-term client of Ingenuity IT, runs a number of businesses; primarily his main role is being a Management Consultant in the Travel Industry.

Based in Penn in Buckinghamshire, he travels regularly throughout the UK and overseas. Though a keen and

experienced user of computers and gadgets, he readily admits that he has neither the time nor the inclination to delve too deeply into the complexities of modern-day technology.

Have email, will travel.



Situation

Marc had recently purchased a new iPhone 4 for his personal use and needed reliable email access to his new mobile device.

The iPhone, like most Apple products, is easy to set up – but getting existing email services to work reliably with it (or indeed other smartphones) can be tricky without a solid understanding of email protocols such as POP and IMAP.

This is not an unusual situation. Most email users are accustomed to accessing their email using an email client, such as Outlook, on their PC or laptop. They may also use webmail services to access their email account. Ultimately, they may wish to access that same email account on a smartphone.

The ideal, of course, is consistent, trouble-free access to the one email account from any device. Achieving that goal, however, means overcoming a number of challenges related to the delivery, synchronisation, organisation and storing of emails.

Solution

Having discussed with Marc what he wanted to achieve, Ingenuity moved Marc from his existing Demon email provider to a hosted mailbox solution.

This means that Marc's whole email account and service is now hosted online and is always in one reliable, secure and fully backed-up location.

As part of the changeover, Ingenuity moved all Marc's existing email to a Microsoft Exchange mailbox. This enables

Marc to access all of his email anywhere in the world – without the need for Microsoft Outlook and without the need for Marc's laptop.

What's more, the solution allows wireless synchronisation of Marc's email, Contacts and Calendars to his new iPhone, so there's very little that Marc needs to do keep things running smoothly.

Benefits

- The ability to stay in touch and respond promptly to emails from virtually anywhere in the world
- No need to carry a laptop to gain mobile access to email
- Peace of mind in a single, reliable, centralised email account with automated backup
- Automatic synchronisation of email, Contacts and Calendar for improved efficiency and time savings
- One consistent set of email folders (including Sent Mail folder) for further efficiency gains
- No worries about whether some incoming emails are not being received by some devices
- Clear, crisp, easy-to-read text at any size, thanks to the iPhone's Retinue display and zoom feature
- Improved email security and storage with no need for regular backups by the user.
- Easily add multiple emails accounts from other providers, personal or business, including BT, Yahoo, Google and Hotmail and have then all accessed from a single mail option.

“ I would recommend Ingenuity IT without hesitation. They transferred all my existing email to a new web-hosted mailbox – accessible immediately from my iPhone, my laptop or any other PC, anywhere. I had no worries, I wasted no time – and it all works beautifully.”

Marc Thornton

Find out more about Ingenuity IT's full range of services for individuals and small and medium-size businesses at www.ingenuityit.co.uk



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