

Janusnet Customer Success Story

**Enhancing Email Management
With Janusgate Exchange**



A powerful platform that extends Microsoft Exchange's transport rules

When dealing with high volumes of data each day, an effective solution for managing email flow and its associated data is crucial. For our customer - a legal services and medical record company - this had previously been achieved through the ability to program Microsoft Exchange to capture data from emails and job logs, and record it in a database.

However, when a planned server upgrade revealed this critical functionality was unsupported by the newer version of Exchange, the US-based company needed to quickly find a solution that offered more powerful processing rules, in order to provide the data capture and database management functionality they needed.

“We needed Exchange to capture data from emails and job logs and send it directly to our database. Doing this task manually was simply not an option, so we couldn't move on with our project until we found a replacement.” *Director of Infrastructure*

Boosting the capabilities of the Exchange platform

Janusnet was able to demonstrate to the company that Janusgate Exchange would enable them to build much more powerful processing rules than those available with the built-in Exchange Transport Rules. This would allow them to perform the business-critical functionality now missing from the Exchange platform.

The customer's Director of Infrastructure said selecting Janusnet for the project was an easy choice.

“We got in touch with Janusnet and explained our use case. The Janusgate platform was more than capable of doing what we needed. Janusnet was so responsive. They very quickly and easily gave us a working demo of how it would look in production. They made it easy for us to choose them.”

The Janusnet team created a sample configuration, rolled it out into a testing environment and validated that everything worked. Following successful testing, it took around a month to install and configure Janusgate Exchange, before the customer spent around five months staging its full deployment.



Programming Janusgate Exchange to solve unique issues

As Janusgate Exchange can be programmed to retrieve data in a way that isn't possible for Microsoft Exchange Server, it can easily overcome unique challenges around email messaging and security.

For example, when the customer realised that they needed an additional feature which required the platform to recognise a particular pattern in subject lines, Janusnet was able to program the functionality into Janusgate Exchange, enabling a fast resolution.

“Initially, they were really helpful in taking our input and telling us how to work around issues while working proactively in the background to find a solution for this feature for us. We were in constant contact, with Janusnet advising us on what the development team could do internally, before they finally implemented the feature.”

An intuitive interface with vast potential

Janusgate Exchange allowed the company to overcome the limitations of Exchange's Transport Rules without having to resort to coding a Transport Agent. With its powerful, intuitive rules and easy-to-use interface, the flexible platform provided everything the customer needed.

“The fact that it was designed to manage email routing and we were able to take it, use it as is, and make it do something that it wasn't even designed for just goes to show how powerful, flexible and capable the platform is. It does exactly what we need.”

Director of Infrastructure



As well as exceeding expectations, the Director explained that Janusgate Exchange was actually easier to maintain and support than the previous system - referencing the fact that his organisation had barely scratched the surface of the platform’s full potential.

“With our previous system, you had to be a hard-core developer to understand it or make any changes. Janusgate has a friendly, graphical interface and what impresses me most is its very intuitive rules engine.”

Responsive support that defies distance and time zones

While choosing a company in Australia to implement a solution in the USA might have seemed a challenge, the Director said he had received responsive and proactive ongoing support from Janusnet, and he particularly valued the proactivity of the Janusnet team in addressing his questions or concerns.

“Usually when I have worked with international vendors it is difficult to coordinate and get timely responses. But this was never the case with Janusnet. They were always quick to respond.”

About Janusgate Exchange

Janusgate Exchange is a message processing engine that is an add-on for Microsoft Exchange Server 2010, 2013 and 2016. Janusgate Exchange allows Exchange system administrators to define far more powerful processing rules than is possible with the built in Exchange Transport Rules. It allows an enterprise to

put in place advanced message manipulation and internal e-mail security policy requirements in their Microsoft Exchange infrastructure without resorting to coding their own custom Exchange Transport Agent.

To evaluate Janusgate Exchange, visit www.Janusnet.com/evaluate or contact us by email at info@janusnet.com

Summary box:

Client	A US based company that provides record retrieval and document management services to insurance companies, law firms and corporations in the United States.
Objectives	<ul style="list-style-type: none"> ◆ To enable more effective email data capture and database recording by enhancing the capabilities of Microsoft Exchange Server ◆ To provide more powerful processing scenarios than those available with the built-in Exchange Transport Rules ◆ To better manage email flow and data management without needing to code a custom Exchange Transport Agent
Solution	Janusgate Exchange
Results	<ul style="list-style-type: none"> ◆ From initial contact to proof of concept was one week ◆ Customer didn’t have to maintain and develop custom software

