



Eight Century 21 Offices Upgrade to Mail2World's Email for Small Businesses

“With our new Mail2World service, we have plenty of storage space and a very nice interface. Our agents are going to love it, and we’ll be able to have consistent dissemination of information among our eight offices.”

—Jackie Medows, Director of Operations, Century 21 Pro-Team

CASE STUDY : SMALL BUSINESS



CENTURY 21 PRO-TEAM AT A GLANCE
Headquarters Chicago, Illinois
Number of users 786

BUSINESS NEED

Update existing email service with more storage, reliability and usability.

SOLUTION

M2W Messaging for Small Businesses
> 5GB Webmail
> POP3, IMAP4, SMTP, Mobile Mail Access
> Integrated Anti-virus and Spam Protection
> Online Administrative Panel
> 24/7/365 Customer Care

BOTTOM LINE

Mail2World powers email services to nearly 800 Century 21 Pro-Team registered users in Chicacoland regional offices.

Background

Century 21 Pro-Team is a Century 21 franchise that operates eight real estate offices with 786 agents in the Chicagoland Region south of Chicago, Illinois. This small-business organization is ranked #2 in productivity among agencies in the Chicagoland area and stands among the top one percent of Century 21 agencies around the world.

Business Need

In the real estate business, property photos are emailed back and forth constantly among agents and their clients. Century 21 Pro-Team’s previous email service provided mailboxes containing only 3MB of space, so when a client would reply to an email sent with a photo attached, the agent’s mailbox would instantly go over quota.

“Our old email service was painfully inadequate and difficult to navigate, to the point where our agents didn’t want to use it,” explained Jackie Medows, Director of Operations for Century 21 Pro-Team. “We also experienced reliability issues and had quite a few misdirected messages. We could never be sure all our agents were getting information we sent to them from our Chicagoland headquarters.

To strengthen internal and external communications, Century 21 Pro-Team needed to upgrade to a more powerful email service capable of handling the demands of a growing small business. Criteria included:

1. Web-based access from multiple locations.
2. More storage space for large files and attachments.
3. A modern, easy-to-use interface.
4. Reliable, secure performance.
5. Shared files and contact information.
6. Low, predictable monthly cost.
7. Built-in spam and virus protection.





Mail2World Solution

Century 21 Pro-Team's evaluation of Mail2World's messaging service for SMB organizations was led by Jackie Medows from her headquarters office in Chicagoland. A demonstration account was created for use by Medows and her team, complete with a customized login page and an email interface branded with the Century 21 Pro-Team logo. "From the streamlined interface design to the huge storage capacity to Mail2World's great support team, we could see their service had everything we were looking for," stated Medows.

Plans for migrating nearly 800 user mailboxes were quickly set in motion. Mail2World's standard feature set for SMBs was tailored to Century 21 Pro-Team's needs. For example, the Calendar feature was turned off because Century 21 Pro-Team agents use a centralized software application for scheduling, and each user was equipped with a full 1GB of storage to handle large photo and document attachments.

Results

Special migration tools developed by Mail2World engineers resulted in a remarkably smooth transition from Century 21 Pro-Team's old email service to Mail2World. "We had worries about losing accounts or data during the transfer, but they never happened," said Medows. "The Mail2World team was right on top of everything, and they worked very hard to make our account migration process as smooth as possible. They were actually troubleshooting before there was even any trouble! Words can't express our joy when all our accounts transferred successfully."

Thanks to the streamlined, intuitive email interface designed by Mail2World information technologists, Century 21 Pro-Team's agents and staff quickly adapted to their new messaging system. "Our old system cost us a lot in man-hours by forcing us to make three to five support calls a day," Medows continued. "Our new Mail2World email service will free up a lot of our time on the operations end. From now on, we'll be using email a lot more for communication with our agents, and we'll be able to have consistent dissemination of information among our eight offices. Our agents can be much more productive, too, now that they have the communication tools and storage space they need. Every promise Mail2World made to us has been kept. We are very happy."

About Mail2World

Mail2World designs, delivers and supports a technology-leading, award-winning suite of hosted business-class email and online collaboration services. Custom-engineered to handle tens of millions of mailboxes, Mail2World's Messaging Hosting Platform addresses the growing need for advanced, ultra-reliable and cost-effective email and collaboration in global enterprises, small and medium-sized businesses and large-scale service providers. The company's growing list of customers includes prominent organizations from around the world, such as publicly-traded corporations, top-ten colleges listed in Newsweek's America's Best Colleges 2007 report and some of the largest and most-recognized online properties. Founded in early 2000, Mail2World is a privately held corporation headquartered in Los Angeles, Calif.



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