



# UNIBANK CASE STUDY

## SUMMARY

Unreliable service from a hosted email provider prompted UniBank to look for a better way to provide email services to its users and execute on a cloud-first strategy. Daymark migrated UniBank's Exchange environment to Microsoft Office 365 and utilized Mimecast email filtering to ensure the highest levels of data protection, security, and compliance with stringent banking regulations.

## CUSTOMER OVERVIEW

UniBank, a premier community bank in central Massachusetts, serves the financial needs of the Greater Blackstone Valley and Worcester area by providing individuals and businesses with excellent service and fairly-priced, high-quality financial products. With a strong online presence, an extensive ATM network and more than a dozen branches, UniBank's slogan is "Big Bank Know-How. Community Bank Attitude."

## ASSESSING THE ENVIRONMENT

UniBank was unhappy with its current hosted email provider. The provider was slow to respond to technical issues as well as day-to-day configuration changes such as the addition of aliases or updates of mailbox permissions. These changes had to be made through the provider or through a complicated dashboard. The provider's lack of responsiveness reflected poorly on the bank's IT organization as the perception by end users was that IT was the problem.

UniBank was also looking to improve security of their email solution and gain greater visibility into threats targeting their users. Sophisticated phishing, spoofing and social engineering attacks made threat prevention a critical capability for the new email solution along with training end users to identify potentially suspicious content.

## KEY BENEFITS

- Restored IT's reputation as responsive to its users
- Leveraged agility and scalability of the cloud
- Enabled DLP and Rights Management in Office 365 to prevent the loss of sensitive data
- Leveraged encryption and journaling of data for added security
- Ensured data security and compliance with stringent banking regulations
- Demonstrated successful execution of a cloud-first strategy

Based on the success of this project, UniBank is preparing for the next phase of this initiative which will focus on secure mobility. Daymark will be conducting a proof of concept for mobile device management and further deployment of policies for Rights Management.



## CLIENT CHALLENGES

UniBank's hosted Exchange provider was not meeting the bank's expectations of performance or responsiveness. The configuration was also restrictive for IT administrators at UniBank.

Tasks that should have been easily accomplished required ticket entry to the hosted provider and then took far too long to resolve, resulting in:

- Increasingly poor perception of internal IT as unresponsive to users' needs
- Complex approach to meeting security and compliance mandates
- High costs and overall inefficiency

## THE SOLUTION

UniBank's headquarters and all branches are now fully operational on Office 365, further enhanced with Mimecast's industry leading security. Mimecast provides comprehensive email security features including high performance spam and malware filtering, attachment

## CLIENT TESTIMONIAL

“I've been getting quite a few compliments about the Daymark staff that worked on the email migration. People have been stopping me in the hall to mention how very happy they are with Daymark's abilities, professionalism, and approach (as have I). Kudos and thanks to the team! Always nice to have people around who make me look good :)”

- Jordan S. Marks, Information Technology Officer



protection, and URL rewrites. Simultaneously deploying Mimecast with Office 365 made for a lot of moving parts. However, the extra care Daymark Professional Services put into project management and migration services ensured the migration's complete success.

Users are happy with the familiar look and feel of Office 365 and impressed with the improved performance. UniBank's IT staff now has full control of the day-to-day tasks, and is also leveraging Daymark's Managed Services. Daymark handles licensing, new user configurations, and escalated technical troubleshooting for issues with either Mimecast or Office 365.

## THE DAYMARK DIFFERENCE

We take the complexity out of your IT infrastructure. Daymark architects and implements data center infrastructure, data protection, virtualization, managed services and cloud services for businesses throughout New England. We provide deep technical knowledge, extensive experience and proven methodologies that help our clients make strategic decisions, streamline the acquisition process and successfully implement cost-effective data management infrastructure solutions.

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