



When a French document management company had plans to expand, they counted on BPL Global's Network Expertise™ to deliver.

Overview

- **Opportunity:** Maileva offered subcontracting solutions for the management and exchange of documents and mail via the Internet. After being disappointed in working with their existing provider, the company was looking for a new managed services provider, who was more efficient and more nimble, to provide greater technical expertise, customization and service to power Maileva's expansion.
- **Solution:** BPL Global provided its Network Expertise™ Managed Services solution which uses its Network Expertise™ software and included the design and development of a new managed services platform architecture and a commitment to upgrade the software and equipment, if necessary, in the future. BPL Global also provided hosting, operation and 24/7 monitoring of the system as a managed services offering. A customer focused operations approach with proactive actions and corrective actions ensures very high network reliability with 100% of trouble tickets handled by BPL Global.
- **Benefits:** Compared to larger, multi-national companies with off-the-shelf solutions, BPL Global provided a more personal relationship with customizable, flexible, cutting-edge technology.
- **Results:** By partnering with BPL Global, Maileva received a customized document management application operating at a high reliability of 99.95%, with less than 20 minutes downtime per month.

Maileva Maileva (www.maileva.com),
FILIALE DU GROUPE LA POSTE

a subsidiary of La Poste Group, is the French leader in the externalization of on demand document management, specializing in providing IT services to businesses. This technology was developed to facilitate direct marketing and the speed of mailing using IT, particularly for small and medium businesses. Maileva enables customers to send paper documents from their computer around the clock using the latest digital technologies for the sharing of information. A customer can login to Maileva's website and add any document to be sent by letter within 15 minutes. Maileva then prints the document and transmits it to the postal mail. Maileva felt that their existing provider's quality of service was not meeting its standards and wanted to change its platform and its service provider. And

with expected growth, they also wanted to upgrade any equipment needed to meet the global demand for its product.

Underpinning our Network Expertise™ Managed Services offering is our next generation operations support software that not only provides supervision, plant management, logs management and trouble ticketing, it also incorporates a service oriented operating basis which sets it apart from other systems.

"Security and quality were two of our key criteria in the choice of a managed services solution," said Stephane Degunst, CIO of Maileva, "BPL Global's solution corresponded precisely to our technical and service requirements which we had defined as essential factors in our expansion strategy."





Understanding Your Business

BPL Global spent several months with Maileva meticulously studying the technical aspects of the project. We then created a proprietary software and system just for their needs. And since we did not rely on an off-the-shelf solution, our system can also help Maileva monitor the quality of broadband networks. Signals on communication bottlenecks are sent as they occur and we monitor service, and the quality of that service, at the application level.

Maileva needed high platform capacity and security levels from BPL Global with equipment that could evolve as its needs changed. The equipment included a no trespassing alarm with the intervention of a security company, plus firewall protection and teams ready to manage incidents in real time.

"Network Expertise™ is more than just another operations support solution," said Pascal Julienne, Executive Director BPL Global EMEA. "It is the result of our team's daily on-hands operational experience in managing broadband services and networks. We understand your needs and provide the service you require, expertly."

BPL Global demonstrated that its Network Expertise™ Managed Services worked from a business perspective, as well as from the technology level.

Network Expertise™ Software and Managed Services are a comprehensive end-to-end infrastructure performance management solution.

With sales growth of 40% a year since 2002, Maileva currently delivers 1 million letters per week and 10,000 electronic registered letters per day. And 95% of their customers report being satisfied or very satisfied.

What Sets Us Apart?

- A more personal relationship with customizable, flexible, cutting-edge technology
- Network Expertise™ Managed Services solutions developed by people with decades of hands-on, operational experience.
- Network Expertise™ – the technology behind our managed services solutions – a real-time, web based software which works on any broadband network, DSL, FIBER, BPL or WIFI, providing monitoring of any IP based devices
- Provide clients with choice of either turn-key solutions for both the communications layer and applications layer solutions, or just the service they want which can be added to as the business evolves and grows
- Technology that can grow with an international company that has needs for a high security infrastructure which guarantees the end-users' confidentiality
- 24/7 support assures high availability and reliability of networks and applications
- A broad array of managed services including network monitoring, quality of service monitoring, application monitoring, provisioning, hosting services, VAR services, and professional services.

For More Information

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