



Rocketseed Shows Why Email Delivery Measurement Is So Vital

case study

CORONATION
FUND MANAGERS

1. Client

Coronation Fund Managers are a large asset management company with over £9 billion under management and offices in the UK, Ireland and South Africa. They are a business with a strong culture of ownership and entrepreneurial flair, staffed with independent thinkers who share a passion and drive for excellence.

2. Goal

Because of the sensitive and mission critical nature of email within Coronation's business sector, a key requirement identified while implementing Rocketseed was to ensure mails are being delivered in according to Coronation's corporate standard procedures.

3. The Method

Rocketseed's support and services monitoring solution proactively checks numerous facets of email including mail flow speed, mail queue sizes, firewall status and email server behaviour. This enables Rocketseed to pick up numerous email problems as they occur, irrespective of where the problem originated.

Once email has been processed by Rocketseed, it is passed onto Coronation's anti-Spam and anti-Virus solution, namely Mail Marshall.

4. Result

On numerous occasions, Mail Marshall has gone down. This creates an immediate mail queue buildup. Rocketseed's support and services solution picks up such problems within 5 minutes of them occurring and automatically notifies the relevant technical staff via sms and email. This in turn allows Coronation's technical administrator to rectify the problem before notable mail latency occurs, thus avoiding time critical business email problems.

“ Rocketseed
technical services
ensure email
uptime ”

5. Client Comment

“Rocketseed have often informed us of Mail Marshall problems before we've been informed by our Internet Service Provider themselves. This allows us to troubleshoot problems and fix them before they become real issues”

Michael Truter – Systems Administrator