ROARING PENGUIN
Gave Us The Control We Needed.

ROARING PENGUIN
SOFTWARE INC.

Cognoscape is an IT Consulting Company in Dallas that specializes in serving professional service companies whose data is critical to their business.

Cognoscape provides IT solutions for businesses in the Healthcare, Legal, Accounting, Manufacturing and other industries. Their clients need to maintain compliance with industry standards and regulations.

Charles Tholen, President and CTO of Cognoscape, was looking for an anti-spam solution that was tightly integrated with the Autotask PSA (Professional Services Automation) cloud-based platform they were using.

Cognoscape is the "MVP" for Autotask and one of their biggest fans. They knew the different anti-spam solutions that were out there, but none of them offered billing-level integration. Charles was looking to achieve end-to-end automation between Autotask and their anti-spam solution.

From the time the clients' end-user information is entered into Active Directory, until the monthly billing information is pulled out of Autotask, there is no human intervention required to generate an invoice — And thus no possibility of transcription mistakes.

Not having the high degree of control they needed was impeding Cognoscape's ability to serve their clients. So they looked for an additional solution. They found it with

Roaring Penguin's CanIt-Domain-PRO.

Click here to find out more about Roaring Penguin's CanIt-Domain-PRO →

Roaring Penguin's Anti-Spam and e-mail Filtering CanIt-PRO platform could be directly built into Cognoscape's Data Center. This gave them the ability to use their own equipment and have the maximum control they required for their client services.

With nearly 80 percent of their clients being law firms, secure and timely e-mail delivery was critical. Cognoscape needed the capability to provide better business e-mail continuity and security to go with the monitoring and management they provide their clients.

With Roaring Penguin's CanIt-Domain-PRO in house, they can access their clients' e-mail systems, plus log files and monitor network connectivity to see if there are any problems. This is a much better solution than monitoring clients' anti-spam servers on-site.

ACCORDING TO CHARLES:

"Working with Roaring Penguin gives us much better control, and is the reason why we decided to use their platform. Whenever I look at solutions, I always consider a primary vendor, secondary vendor and a plan for doing it ourselves. In this case we realized that for spam, virus and e-mail filtering, hosting it in-house ourselves was the best option. The granularity and options for better control of filtering with Roaring Penguin are much greater than with any of the other solutions we looked at."

Charles is now considering adding the e-mail archiving module for Canit-Domain-PRO. This will provide his clients the ability to access e-mail even if a disaster or power outage occurs, and ensures their e-mail will always be available and retrievable. Charles believes that e-mail archiving with Roaring Penguin will be a great add-on to help Cognoscape build their client base.

CHARLES WENT ON TO SAY:

> Having Roaring Penguin on premises for us, even with the investment in hardware has reduced our overall cost to deliver anti-spam/virus and e-mail filtering solutions. Plus having the option of bringing their platform internally has been of great importance to us and to our clients."
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> "We like the modularity of the product. We started with e-mail filtering but with the addition of a license key we can add secure messaging (encryption) or e-mail archiving."

WHEN COGNOSCAPE NEEDS CUSTOMER SERVICE, ROARING PENGUIN IS JUST A PHONE CALL AWAY:

> Customer service was a huge issue for us. Roaring Penguin provides the level of support we need and more. They answer the phone in person and we talk through any problems right away. And when we use e-mail for this purpose, they are much faster responding than with any other vendor we've used. They can also connect into our system to see what's happening, and help us out remotely. Roaring Penguin has exceeded our expectations for support and customer service in every way."

If you need an anti-spam/virus and e-mail filtering vendor who provides exceptional customer service, and can integreate with Autotask, contact Roaring Penguin to learn more. Call **+1-613-231-6599**, or e-mail **info@roaringpenguin.com**. We'll be sure to get right back to you!