KMS DRIVES 50% IN COST SAVINGS FOR EMAIL ENTERPRISE SOLUTION

Managed Services   Data Migration

zix®

Zix (now part of OpenText Cybersecurity) is an enterprise solution for email encryption, threat protection, and email archiving that serves 21,000+ customers, including leading hospitals and banks. With their streamlined approach, Zix helps businesses achieve better productivity, security, and compliance.

50% cost savings	**148** tickets answered per month on average	**25%** efficiency increase for customer migrations	**16** hours overnight coverage

Challenges:

- Needed to meet customer demands quickly
- Demanding SLAs for tickets
- Lack of employee resources
- Limited timezone coverage
- High volume of tickets
- Needed more resources without exorbitant costs

KMS Impacts:

Handled and resolved over 100 tickets per month, including SMB, Config change, and Oracle tickets

Met and exceeded every SLA for ticket responses, increasing efficiency and building strong customer service practices

Leveraged Vietnam working hours to provide 24/7 ticketing coverage for customers, reducing costs and the burden on Zix employees

Optimized internal processes and resources for migration work involving over 100 customers

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KMS has provided critical support to help us better serve customers with their technical challenges more efficiently without sacrificing the quality of customer service.

CTO