



## Success Story – St. Edward Church and School

St. Edward is a church and school located in Nashville, TN, with a HyperOffice user base spanning both School Administration and Faculty members. Mercedes Araujo is the Technology Coordinator responsible for selecting, implementing, and maintaining a communications solution for the school.

### Challenges and Solutions

#### HyperOffice now supports Outlook 2003.

St. Edward provides a particularly compelling HyperOffice success story due to its history with both HyperOffice and hosted Exchange.

Mercedes initially signed up with HyperOffice for one year but was forced to move to a hosted Exchange solution due to the fact that 10% of St. Edward's users were devoted to Outlook. At the time, HyperOffice did not support Outlook synchronization. Mercedes soon found that the move to Exchange was both expensive and time-consuming – the GUI was not user-friendly, administration was difficult, and Tech Support was unenthusiastic at best.

Luckily, Mercedes found out about **HyperShare**, HyperOffice's successful new capability to integrate with Outlook. Recognizing a fortunate window of opportunity, Mercedes quickly organized the school's Tech Committee and conducted a survey of her user base. She found that 90% of users preferred HyperOffice to Exchange. She made the move back to HyperOffice and is happy to report that all of her users, including the Outlook devotees, are delighted to be back with HyperOffice.

#### HyperOffice is easy to administer.

Mercedes' easy experience with HyperOffice administration is in direct contrast to the hurdles she encountered with Exchange. Setup for Exchange was extremely difficult and Tech Support was lackluster. In addition, Exchange required excessive manual administration that took time away from other tasks. In contrast, setup for HyperOffice was quick and easy, requiring very little manual administration.

Mercedes was also extremely impressed with HyperOffice's superior quality of Tech Support. She cited one instance in which she provided a customer suggestion to HyperOffice regarding a minor spacing issue. She was

### Client Testimonial

“Exchange was so difficult to set up and to manage, plus you can't view anyone's contact information.”

Mercedes Araujo,  
Technology Coordinator, St. Edward Church and School

“I was spoiled by the Tech Support at HyperOffice! They were very patient working with me.”

“85% of our users didn't like Exchange, including myself!”

“HyperOffice saves me a lot of time and headache. I don't hear my users complaining about how they can't see their contacts any more!”

pleasantly surprised to find that HyperOffice went ahead and fixed the spacing issue, despite its being inconsequential to the actual program functionality.

**HyperOffice is available anytime, anywhere, through any browser.**

St Edward's HyperOffice users have diverse schedules, so they often access their email, contacts and calendar from home after teaching their classes at the school. HyperOffice provides them with a central point of communication so everyone has easy access to essential information, such as substitute teacher lists, class curricula, and last-minute scheduling changes. St. Edward's Principal and Secretary also use the handy Links feature to publicly post documents they want shared with the entire faculty.

**HyperOffice is extremely user-friendly.**

Mercedes found in her survey that her user base overwhelmingly preferred HyperOffice's rich set of base features, especially the fact that they could view and manage all of their contacts easily. This was particularly helpful for new faculty members who weren't familiar with the rest of the faculty and administration.

Mercedes also found that her new users required very little training to start using HyperOffice, thanks to its user-friendly and intuitive interface. The Faculty also loved to take advantage of **HyperDrive**, a virtual drive where you can quickly and easily edit and save files or drag and drop folders just like any other local drive. You can also use the My Documents feature for easy viewing by other assigned groups. Mercedes also uses the Voting feature to keep in tune with how her user base is doing with the technology.

Overall, St. Edward Church and School is thrilled to be back with HyperOffice and intends to continue to use it to enhance their communication and collaboration needs.

**Client testimonial**

“One of the main reasons we chose HyperOffice was that we really wanted our users to have remote access, without having to set up any kind of complicated virtual network.”

“We use the calendar to reserve space in our media room or our library, so if teachers want to bring their students to either place they can see if it's available quickly and easily.”

“New users are able to pick it up right away.”

“HyperOffice has definitely streamlined our communications.”