

# USERSCAPE

UserScape was looking for a highly reliable email solution they could offer their helpdesk customers. They also wanted that solution to be supported by a company as focused on customer services as they were.

## BUSINESS

UserScape offers a broad portfolio of SaaS offerings, including its top-tier help-desk software, HelpSpot.

## CHALLENGES

Finding a hosted business email solution that included IMAP and flexible API capabilities, plus a commitment to customer service.

## SOLUTION

Rackspace Email

## OUTCOME

UserScape enjoys fast, reliable email that fits their budget and grows with their business.



## USERSCAPE

UserScape launched in 2005 with HelpSpot, their help-desk software for professionals, and they've grown steadily ever since. Their current portfolio features over 10 products, including social media management, customer support and a job board for technical careers.

While UserScape's SaaS offerings cover a wide range of services, they share the same foundation: exceptional customer service. And they have the dedicated customer base to prove it, with many customers remaining loyal for over 10 years.

## SEARCHING FOR A BUSINESS EMAIL PARTNER

When UserScape wanted to integrate email into their HelpSpot application, they knew they needed a partner who shared their commitment to customer service. The solution also needed to offer large mailboxes and include IMAP and API capabilities – all at a low price point.

"A key element of HelpSpot is our choice of both on-premises and hosted SaaS deployments," explained Ian Landsman, UserScape founder. "For customers using our hosted option, we wanted to provide email for their help desk on our domain. So we needed APIs to program out email accounts."

*"The reliability has been proven with Rackspace Email."*

IAN LANDSMAN :: FOUNDER, USERSCAPE

After an exhaustive search, they found everything they were looking for with Rackspace Email. "Our customers use HelpSpot for critical customer support leads, so we need to work with a company where the email will be up all the time and delivered instantly," said Landsman. "The reliability has been proven with Rackspace Email."

## PROACTIVE SERVICE

After getting set up with Rackspace Email, Landsman had a concern about his pricing plan. He turned to Twitter for insight from the larger Rackspace community.

Faisal Misle, a Rackspace customer service technician, saw Landsman's tweet and immediately got to work. He reached out to Landsman and then started digging. He eventually discovered a discrepancy and quickly resolved the issue. He then reviewed the account to make sure UserScape was getting the most out of their Rackspace Email solution.

*"Whenever I'm looking for a solution to various business needs, I always look to Rackspace first."*

IAN LANDSMAN :: FOUNDER, USERSCAPE

"Above-and-beyond support of our install base is our priority at UserScape, so we value Rackspace Fanatical Support," Landsman said. "To me, Fanatical Support means responding quickly and being knowledgeable enough to help provide a solution – which has never been an issue at Rackspace. What stands out the most is the proactive service."

"We are a small company and costs can be an issue," Landsman explained. "[Misile] went out of his way to work with my team and help our company get on the right plan, a plan that ended up saving us money. He proactively found this solution for us and personally had a big impact on UserScape."

## WORRY-FREE EMAIL

After 12 years of extreme growth and consistent profitability, UserScape wants to focus their resources on keeping customers happy – not on worrying about email reliability. The email hosting for their customers' help desks should be an added value, not an added burden.

"I never have to think about Rackspace Email," Landsman said. "It's just always taken care of. It's always working and going all the time. I don't have to worry about it. Having that work and on autopilot is great."

Landsman knows he can reach an email specialist any time, 24x7x365. Plus, he's backed by the Rackspace 100% Uptime Guarantee.

"Whenever I'm looking for a solution to various business needs," he said, "I always look to Rackspace first."

## ABOUT RACKSPACE

Rackspace, the #1 managed cloud company, helps businesses tap the power of cloud computing without the complexity and cost of managing it on their own. Rackspace engineers deliver specialized expertise, easy-to-use tools, and Fanatical Support® for leading technologies developed by AWS, Google, Microsoft, OpenStack, VMware and others. The company serves customers in 150 countries, including more than half of the FORTUNE 100. Rackspace is a leader in the 2017 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide, and has been honored by Fortune, Forbes and others as one of the best companies to work for.

Learn more at [www.rackspace.com](http://www.rackspace.com) or call us at **1-800-961-2888**.

Copyright © 2017 Rackspace US, Inc. : Rackspace®, Fanatical Support® and other Rackspace marks are either service marks or registered service marks of Rackspace US, Inc. in the United States and other countries. All other trademarks, service marks, images, products and brands remain the sole property of their respective holders and do not imply endorsement or sponsorship.

This case study is for your informational purposes only. RACKSPACE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS CASE STUDY. All customer examples and the information and results illustrated here are based upon the customer's experiences with the referenced Rackspace services and are not necessarily indicative of the future performance of Rackspace services. Rackspace detailed services descriptions and legal commitments are stated in its services agreements. Rackspace services' features and benefits depend on system configuration and may require enabled hardware, software or additional service activation. Actual cost of specific hosted environment and performance characteristics will vary depending on individual customer configurations and use case.

CLO-CCS-UserScape-8592

NOVEMBER 10, 2017

