

Customer Case Study



We had one solid statement. Just make it work. Little did we know how much easier that is said than done. So the 6 month project began.

Over this grueling search and discover mission we evaluated over 10 different solutions just for email archiving. During this trek for technology we were fortunate enough to find Tangent's [DataCove] solution. And what to our amazement should we discover? They not only could solve our email archive solution but could provide a solution for our 2 other concurrent projects as well.

Well all at once we were presented with a single company who could provide us with devices for IM archiving, Email Archiving, and Web Filtering. One group for support, one check to write, and one company to provide a complete solution for our Electronic Communication needs.

We were quite pleased to say the least.

That's all good and well to start off with, but are the products the best of the best? It was our intention to discover the truth to that very question.

Tangent sees fit to allow prospective customers a 30 day evaluation of the products they manufacture. And we were going to use this opportunity to give them the shakedown. We poked, we prodded, we banged, and we kicked. To our amazement, all 3 devices were magic in motion. When compared to the competitors, they truly proved to be the best of the best.

But all is never easy. Our management was waiting in the wings to throw the world in turmoil. So we began the "but can it do this, and what happens if, and why does this go here?" Tangent however, was forever vigilant.

Speedy tech support, knowledgeable staff, and an excellent product. A shining example of paramount customer service. Always just a phone call away. And all this before we even purchased a single device. Thus the managerial turmoil was subdued, and the approval was obtained.

Much to our delight we have been provided superior products, service, and price. All from one source. Maintenance has been simplified, our customer support has been enhanced, and compliance has been obtained.

Tangent provides the best products, with the best support, all for a price that can't be beat. We were thrilled that this one company could end the tedious struggle of not one project, but all 3 projects at once. It shows a great deal of foresight and intuition on their behalf, to take what we saw as 3 separate hurdles, and consolidate them into a total Electronic Communication solution.

It was a huge benefit to have discovered such an invaluable resource. And it has become our distinguished pleasure to utilize the technologies that Tangent can provide.

We set out with our one simple goal, and Tangent prevailed. In the end they were the only ones to provide the products that fit our needs. They went beyond our expectations, and did more than "just make it work".

Our greatest gratitude to the Tangent team. Well done, and we look forward to working with you for many years to come.