

ZOHO MAIL CUSTOMER CASE STUDY

VIVA GROUP PIONEERING INNOVATION WITH ZOHO MAIL

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- Neeeyati Vanraj Desai, Senior Manager of Viva Group



Viva Group is an Indian company made up of a range of entities that has carved out its presence in the real estate industry working in land aggregation and construction. However, that is not Viva Group's only focus. They also provide various other services across sectors such as construction, logistics, media, hospitality, travel, and more.

Challenges along the way

Viva Group has been pushing their limits with renovation, modernization, and innovation. Working hard towards a greener tomorrow, Viva Group has been a force of transformation for three decades. Their goal to promote sustainability required a strong digital voice to complement the years of conventional trust they built up.

The main requirements for the Viva Group as they searched for an email service were:

1. **Absolute control over organization accounts**

With several fields and sectors to run, the main requirement for Viva Group was to find a service that provides easier ways to establish control. They wanted to set up policies to suit their requirements for permissions and restrictions. "We needed a service that would allow us to customize our

experience as we please," said Neeyati Vanraj Desai, Senior Manager of Viva Group.

2. **High scalability**

Another challenge, due to being a company with multiple entities, is scalability. With positive growth, always in horizon, scalability of a service was a priority concern for Viva Group. "You never know when we would want to expand or shrink. We need to be prepared always," Neeyati Desai said.

3. **Comprehensive integration**

With a wide range of sectors at play, Viva Group wanted a service that would let them integrate with third-party services. With intricate iPaas integration, they were targeting ease of management and collaboration. "We wanted to ensure that we could keep using the services we were comfortable with. And we knew that could only happen with a service that supports in-depth integration," Neeyati Desai said.



INDUSTRY
Real Estate

HEADQUARTERS
Mumbai, India

PRODUCT
Zoho Mail

PLAN
Standard Plan

MIGRATED FROM
G Suite



Before migrating to Zoho Mail

Viva Group initially worked with a different provider to fulfil their emailing needs. That service could not satisfy their requirements, especially when it involved comprehensive integration. They faced difficulties setting up control over their domain and user accounts.

"To be honest, initially everything was fine. However, later, we faced restrictions with respect to firewall, using our domain for different needs, and so on. We couldn't let ourselves be bound to a service that was limiting us. We also felt our other service was quite overpriced. That is when we decided to search for a service that would understand our requirements and with a better price point," Neeyati Desai said.

The Zoho Mail experience

In their search for a different service, Viva Group decided to try Zoho Mail after a suggestion by a fellow user. After the trial, Viva Group decided to migrate from their previous provider to Zoho Mail. However, they had to complete the data and service migration within a week's time as their former subscription was about to expire.

With the help of the Senior Manager of Viva Group, Neeyati Desai, Zoho Mail's onboarding team was able to set up an immediate migration. All the data of users, emails, calendars, and contacts among others were migrated seamlessly.

"I had a great rapport with the pre-sales team. They were of great assistance and kept me updated on how the process would

follow. Honestly, we didn't even feel the pressure of the migration. It was that smooth," Neeyati Desai said. "Simply put, we had our requirements listed and Zoho Mail delivered," Neeyati added.

With Zoho Mail by their side, Viva Group was able to eliminate all the issues they had been facing with their previous vendor. They were able to expand without having to worry about restrictions and they had their data protected by Zoho Mail's top class security standards. "The 'tabs on top' feature in Zoho Mail is quite famous among our employees. We don't have to open multiple tabs to finish multiple tasks. Everything can be managed with just one tab and you have no idea how much it makes our life easier," Neeyati Desai said.

The swift responses and prompt actions of Zoho Mail support impressed Viva Group and has kept them satisfied with Zoho Mail. They use Zoho Mail streams to collaborate effectively. "There are so many features I enjoy like email sharing, streams, and email recall. But the user interface of Zoho Mail itself is undeniably the thing I enjoy the most," Neeyati Desai said.

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-Neeyati Vanraj Desai, Senior Manager of Viva Group

Way forward

With Zoho Mail, Viva Group was able to achieve all they wanted in an email service. Now they are focused on expanding their Zoho horizon by trying products from our workplace and HR management solutions. "We are definitely excited to find more software solutions to keep us at the peak of efficiency," Neeyati Desai said.

Zoho Mail will be on its feet, hearing out any requirements that Viva Group have and will deliver software solutions to fulfil their needs.



About Zoho

Zoho Corporation is a software development company with a passion for crafting valuable software solutions. Zoho began its journey in 1996 and now offers 45+ applications—each built to recreate the way businesses use software. As a pioneer software solutions provider, Zoho has earned the trust of over 50 million users globally.

About Zoho Mail

Zoho Mail is a modern email hosting service built to meet all your business email requirements. With Calendar, Contacts, Tasks, Notes, and Bookmarks, Zoho Mail is a highly integrated email suite offering a remarkable email experience. At Zoho Mail we believe in meeting the needs of every customer by making Mail highly customizable to satisfy a wide variety of demands. We stand apart from traditional email solutions by providing collaborative approaches such as work streams, email sharing and tagging, and an embedded chat application. Mail provides a productive communication channel that is easy, secure, and efficient, making it the right choice for any business.