

CASE STUDY

Resolving Export Failures with OST to PST Conversion Tool

System engineer resolved export process failures using Stellar Converter for OST and expert support.



Introduction:

Titan Dining, a system engineer, faced a recurring issue where their email backup process frequently failed with unknown errors, preventing the export of PST files. This problem significantly hindered their ability to access and reference old customer records, ultimately affecting operational efficiency.

Background:

Titan Dining's email system experienced intermittent export process failures, leading to the inability to create and maintain PST files. The lack of access to historical email data stored in these PST files caused operational challenges and disrupted the retrieval of crucial customer information.

Impact on the Business:

The failure to export PST files resulted in significant difficulties in accessing historical customer records. This led to inefficiencies and potential disruptions in customer service, underscoring the necessity of a reliable solution to manage and back up important email data.

Attempted Solutions:

- ❑ Initial attempts were made to use the Outlook application for exporting PST files, but these efforts were unsuccessful.
- ❑ The need for a more robust solution led to the identification and recommendation of the Stellar Converter for OST, which is designed to handle large OST to PST file conversions.
- ❑ Remote assistance was provided via TeamViewer to guide the client through the Stellar application, ensuring proper usage and addressing any challenges during the process.

Personal User

Statement from the customer:

"I appreciate your assistance and support in helping me with the backup of my PST file using the Stellar application. Your expertise and guidance have been invaluable. The Stellar Converter for OST really solved my problem in converting the large OST file to PST file, and now there are no more problems after using the Stellar application"

Titan Dining System Engineer

Client

- ❑ Titan Dining System Engineer

Business Need

- ❑ Reliable backup and access to historical email data

Solution and Benefits:

The Stellar Converter for OST was successfully used to convert large OST files to PST files, effectively resolving the export process failure. With remote assistance provided, Titan Dining received hands-on support that facilitated a smooth backup process. This solution restored access to old customer records and resolved the email backup issues, leading to improved operational efficiency.

Conclusion:

The targeted use of the Stellar Converter for OST, combined with personalized remote support, effectively resolved Titan Dining's export process failures. The successful PST file conversion restored access to critical historical data, eliminating previous backup problems and ensuring smooth operation moving forward.

Challenges

- ✔ Export process failures and inability to access old customer records

Solution

- ✔ Stellar Converter for OST, a lightweight and efficient software

Stellar Converter for OST

Benefits

- ✔ Effective PST file conversion, restored access to critical data, and resolved backup issues