

## CASE STUDY

# Business Confidence Restored Through Seamless MBOX to Outlook Conversion

Kemp IT Services enhanced client demonstration capabilities by converting and securing MBOX email data efficiently.



## Introduction

With more than **25 years of industry experience**, Kemp IT Services has built a reputation for keeping businesses and individuals **secure, connected, and productive**.

Headquartered in **Cam, Dursley**, the company delivers a wide range of services — from **cloud migration and cybersecurity to email filtering and IT support** — all designed to simplify technology management and eliminate unnecessary complexity.

Kemp IT works with organizations to streamline their move to **Microsoft 365**, improve system security, and achieve essential **cybersecurity accreditations** with confidence. Their flexible **retained IT support packages**, starting at **£68 per month**, provide continuous monitoring, rapid response, and expert assistance whenever needed.

Serving clients throughout **Gloucestershire and across the UK**, Kemp IT uses secure remote support tools to deliver responsive, reliable, and jargon-free service — helping businesses stay ahead in an increasingly digital world.

## Background

With years of experience in IT support, Kemp IT Services routinely assists clients in managing communication systems and performing data migrations. A client required a full backup of their IMAP mailbox, stored in MBOX format, to be converted into Outlook PST files.

While this process might seem straightforward, traditional tools often fail to maintain data integrity—causing potential issues like missing attachments, corrupted email chains, or format inconsistencies.

To maintain client confidence and ensure a smooth demonstration, Kemp IT Services needed a proven, reliable MBOX-to-PST conversion tool that could handle the process efficiently and preserve all data attributes.

## KEMP IT

"I spoke to Devashish via Chat to get advice on the right product for our demonstration. His guidance was clear and professional, and the software performed perfectly. The conversion was smooth, quick, and completely reliable. This isn't my first time using Stellar—and each time, the results are exceptional."

— IT Consultant, Kemp IT Services

### Client

✓ SecureClick Pty Ltd

### Business Need

✓ Demonstrate reliable and efficient email backup and conversion from MBOX to Outlook PST..

## Impact on the Business

The lack of an effective conversion method initially created several challenges:

- **Delay in Client Demonstration:** Inability to present a working product led to project delays.
- **Risk of Data Inconsistency:** Manual methods and freeware options risked losing metadata, attachments, and timestamps.
- **Reduced Client Confidence:** Without a flawless conversion, Kemp risked undermining the client's trust in their services.
- **Lost Opportunity Costs:** Prolonged technical delays meant the potential loss of business opportunities.

For a consultancy whose reputation relies on technical precision and reliability, these setbacks posed both financial and reputational risks.

## Attempted Solutions

Kemp IT initially experimented with available third-party utilities such as Mailstore and Mozilla Thunderbird to perform the MBOX to PST conversion. However, these tools struggled with large MBOX files, failed to maintain folder hierarchies, and occasionally corrupted metadata. The limited preview functionality also made it impossible to verify the accuracy of conversions before saving, which was essential for demonstration purposes.

Recognizing the need for a dependable and technically advanced alternative, the team sought a specialized MBOX conversion solution that could ensure accuracy, consistency, and complete data recovery.

### Solution and Benefits:

Kemp IT Services turned to **Stellar Converter for MBOX**, which proved to be the perfect fit for their requirements.

## Key Benefits Achieved

- The software efficiently converted all MBOX files into PST format while retaining folder hierarchy and data fidelity.
- The Preview feature allowed Kemp to verify converted data before saving, ensuring 100% accuracy.
- The intuitive interface simplified the conversion process, making it fast and repeatable for future demonstrations.
- Stellar's technical support team, particularly engineer Devashish, provided prompt and expert guidance during the setup phase.

## Key Benefits Achieved

- **Flawless Demonstrations:** Kemp could now confidently showcase email conversion to clients.
- **Time Efficiency:** Reduced conversion time from hours to minutes.
- **Data Security:** Maintained complete integrity of emails, attachments, and meta data.
- **Enhanced Client Confidence:** Stellar's solution reinforced Kemp's reputation for dependable IT service delivery.

## Conclusion

By using Stellar Converter for MBOX, Kemp IT Services successfully transformed a technical challenge into an opportunity to demonstrate expertise. The solution not only streamlined the conversion process but also strengthened client trust through precision, speed, and reliability. What could have delayed business outcomes became a showcase of technical capability and partnership strength.

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## Challenges

- Needed a fast, accurate MBOX-to-PST conversion for client demonstration.
- Inconsistencies and errors with other tools (Mailstore, Thunderbird).
- Risk of delayed delivery and reduced client confidence.

## Solution

### Stellar Converter for MBOX

## Benefits

- Quick, error-free email conversion.
- Seamless demonstration with complete data accuracy.
- Strengthened client relationships and technical credibility.
- Responsive, expert support from Stellar's team.