

PROFILE

**About eltromat**

eltromat is a medium-sized, privately owned company, which has developed and produced high-quality inspection and control systems, specializing in printing processes, since 1960. Every day, more than 3,500 customers worldwide - machine manufacturers and end users with high demands for efficiency and quality - rely on products from eltromat.

High customer value, superior quality, reliability and excellent service are the hallmarks of this global market leader in high quality optical measurement and control systems. The company has subsidiaries in Germany, the USA, the UK, Italy, Spain, India and China. eltromat inspires high levels of loyalty among its 300 employees and maintains a Quality Management System in accordance with DIN EN ISO 9001

Goals

- High standards of quality and customer service
- Seamless e-mail access to all sites and mobile workers worldwide
- Easy administration and central management of e-mail systems
- Compatibility with different hardware and different operating systems
- Cost savings

Seamless e-mail communication and collaboration from Zimbra ensures eltromat's high customer expectations are fulfilled

- Excellent service, high quality and reliability;
- Advanced collaboration capabilities for employees;
- Centralised, web-based management simplifies administration worldwide;
- Faster ROI

Challenges - meeting quality requirements and high customer expectations while ensuring competitiveness

High customer value, superior quality, reliability and excellent service are the hallmarks of eltromat GmbH. In order to deliver this, employees from eltromat need a totally reliable e-mail system and a collaboration tool that is compatible across diverse hardware as well as being suitable for mobile use. Until the introduction of Zimbra none of this was possible.

Prior to the deployment of Zimbra, each of eltromat's subsidiary branches relied on isolated applications. When one of the subsidiaries abroad needed support for the email system, they had to involve external IT service providers leading to delays as per the different time zones and availabilities. eltromat was keen to address this situation by enabling central management, so it was important for the new groupware to have a simple user interface that was both self-explanatory and easy to use without training.

In essence, eltromat was looking for improved email and collaboration functionality at the same or lower cost than they were already paying. Along with their long-term IT service provider Teuto.net, eltromat studied various groupware solutions as an alternative to their existing provider Novell Groupwise: Microsoft Exchange, an enhanced version of Novell GroupWise and Zimbra. In the end, a unanimous decision was made for Zimbra.

Zimbra Solution and Deployment - compatibility and mobility made easy

According to Oliver Dirker of teuto.net, three factors were ultimately crucial in the decision to opt for Zimbra: "Firstly, only Zimbra offers an open technology platform with the required interoperability between different hardware, from PCs running Windows and Linux to Macs and mobile devices. Secondly, none of the other potential solutions enabled the easy connection of all eltromat's external sites with such low management overheads as the Zimbra web-based solution, which removes the need for on-site support. Last but not least, Zimbra's extremely favourable price-performance ratio was also an important criterion."

Since September 2009, all 300 eltromat employees have been working with Zimbra and using all the standard features of the Zimbra Collaboration Suite: e-mail, calendar and scheduling functions, task management, document and file sharing, social media and simple synchronisation with the Outlook client previously established by eltromat via the Zimbra Outlook Connector. Additionally, 18 Zimbra Mobile licences are in use on Blackberries. In September 2010, the licensing and support contracts were extended for a further year.

“The only challenge for the otherwise very simple migration was the data extraction from Groupwise. Here however, we were able to rely on our teuto.net partner, who with their extensive experience of both GroupWise and Zimbra, helped us reach a quick solution. So in the end there was no data loss for us or any other problems with the migration,” said Frank Beugholt, head of IT at eltromat.

The company is also currently discovering the benefits of Zimlets, which offer an easy way to add additional - including customer-specific - features to the Collaboration Suite, such as the automatic reference to Yahoo! Maps when you click on an address in an e-mail. Frank Beugholt comments: “I think the ‘colour your mail’ Zimlet very helpful. This way I can colour-code my emails according to rules that I set myself, allowing me to keep track of my work more easily.”

Key Benefits: Increased performance and faster ROI

According to preliminary calculations, the expenditure for the migration to Zimbra has already paid for itself within just a year and a half. The cost of licenses and maintenance is now lower than the previous solution and the company is experiencing better performance with significantly reduced administration time.

“Personally, I find Zimbra’s full text search excellent, especially with e-mail. Despite storing several tens of thousands of messages in folders in my inbox, I usually find what I want in just a second or two. And that also goes for e-mail attachments,” said Oliver Dirker, adding, “I can recommend Zimbra with a very clean conscience to all who seek a new collaboration tool. And with an experienced Zimbra partner such as teuto.net, the migration is quick and stress-free.”

