

CASE STUDY



A SMOOTH MIGRATION FROM WEBMAIL TO ZIMBRA SOLUTION

Industry
Healthcare

Corporate Headquarter
Vienna, Austria

Key Benefits
Enhanced Security
Two-Factor Authentication (2FA)
Flawless and Smooth Migration
Improved Operational Productivity

About IHR LABOR

IHR LABOR is a medium-sized healthcare company headquartered in Vienna, Austria. It has eight offices and employs over 300 employees. As the company's core business is laboratory diagnostics and microbiology, there is a need for high-level security and privacy for their email system.

Challenges

As IHR LABOR grew from several small practices into a medium-sized organization, it is of utmost importance to have a professional e-mailing and collaboration tool beyond a simple webmailer.

The organization previously used All-Inkl, a web-only mailer. Marlene Weiss, Head of IT & Technology at IHR LABOR, explains that they had little to no access to the web server.

In addition to high security and privacy, this prompted the organization to upgrade to an on-premises email solution, enabling them to retain sovereignty over their email data.

The main requirements the company looked for in a new system were security, simple administration possibilities, backup system, two-factor authentication (or 2FA), and a useful calendar function.

Why Zimbra

IHR LABOR chose Zimbra Collaboration Email Solution because it met their requirements in terms of the necessary features and functions while addressing their privacy and security concerns.

Particularly appealing were Zimbra's native two-factor authentication (2FA) and that it operates on Linux instead of Microsoft. The company also wanted to support the open-source community and use as few services from Microsoft as possible.

"Since we are a healthcare company, we are highly concerned with privacy and security in our communication. In the past, we had no access to the web server itself and actually very little access in general. Now access is under our control. In addition, Zimbra's system is highly-secured with its native 2FA that comes with additional WAF (SaaS)." says Marlene Weiss.



Interviewee(s)

Marlene Weiss, Head of IT & Technology, IHR LABOR



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*— Marlene Weiss,
Head of IT & Technology*



Zimbra Deployment

IHR LABOR deployed Zimbra on-premise system through a conventional installation using a Linux server via their IT Service Provider, Siedl Networks and its Managed Service offer.

The company currently has about 200 active mailboxes and while these are not utilizing Zimlets to their full potential, the users would be happy to learn more about them.

Marlene Weiss adds that previously "It was not easy to manage the email accounts of all users. There were a lot of IMAP mailboxes and passwords to set up. This was easily solved by Zimbra's administration using SSO and the Siedl Connector."

Siedl Networks provides a second level of support and is responsible for managing the backend and updates.

Values and Benefits from Zimbra

Ease of Administration

While IHR LABOR is currently not using Zimlets to their full potential, it appreciates the simple administration and single sign-on feature using the Siedl Connector.

Users also appreciate the easy AD integration and the quick delivery to individual and group mailboxes. These features have led to increased users' productivity and mobility.

Marlene Weiss adds that in addition to the low cost of ownership compared to M365; they were amazed by the easy management GUI and CLI. There is "no comparison to Exchange."

Enhanced Security and Privacy

As a healthcare company with high privacy and security needs, the organization can now fulfill two critical requirements with Zimbra Collaboration Email Solution:

- Native Two-Factor Authentication (2FA) to protect data
- On-premises deployment to comply with data sovereignty

Overall, IHR LABOR would recommend Zimbra to other companies and can see the solution being beneficial in terms of ROI in the long run.