

# CASE STUDY



zimbra  
DAFFODIL



*pro mente tirol*

## SEAMLESS TRANSITION TO ZIMBRA SOLUTION

Industry  
**Healthcare**

Corporate Headquarter  
**Innsbruck, Austria**

Key Benefits  
**Enhanced Security**  
**Extensibility with Zimlets**  
**Flawless and Smooth Migration**  
**Improved Mobile Collaboration**

### About Pro Mente Tirol

Pro Mente Tirol is a non-profit organization based in Austria with a team of 300 employees and operates across multiple offices. The organization is dedicated to providing comprehensive mental health support and services.

With a strong emphasis on client well-being, Pro Mente Tirol offers a range of specialized programs aimed at enhancing mental wellness. Their commitment to innovation, community support, and personalized care has established them as a leader in promoting mental health awareness and improving the lives of individuals.

### Challenges

Pro Mente Tirol faced several challenges with their previous email solution, Kopano. The system lacked features that were available on other systems and there was also a high number of software bugs.

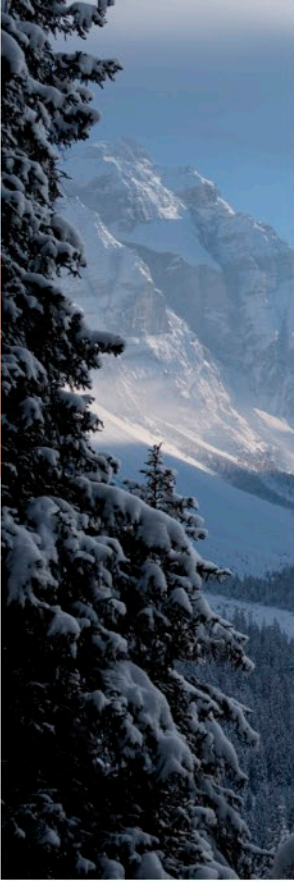
These issues and limitations hindered productivity. The company found it hard to communicate and collaborate within the organization efficiently. The company found it hard to communicate and collaborate within the organization efficiently.

### Why Zimbra

Choosing an open-source professional email and collaboration software was critical for Pro Mente Tirol as it could meet important criteria such as security, extensibility and community support needs.

As healthcare specialists, the organization would require an open-source email software as it could offer robust security and privacy to protect the sensitive data of its clients.

Zimbra could customize their system to align with the company's existing email configuration so that it would not affect their unique workflows and operating requirements. There is also the availability of support and development possibilities from a strong community of developers who would continually improve and support open-source solutions.



## Interviewee(s)

Michael Astenwald, CIO, Pro Mente Tirol



*"With its big community worldwide and Zimlets, Zimbra greatly enhances our business strategies."*

*"We love Zimbra's WebUI as it is stable and the Admin UI is easy to use. It also has valuable built-in back up, sufficient documentation and a huge worldwide community. The integration through Zimlets are really useful too."*

— **Michael Astenwald,**  
CIO  
Pro Mente Tirol



## Zimbra Deployment

Pro Mente Tirol deployed 300 Zimbra on-premises licenses using Ubuntu installation with the support of Zimbra's partner, Siedl Networks. Additionally, they collaborated with Audriga for seamless data migration. The migration to Zimbra was completed successfully, ensuring a smooth transition for the organization.

The non-profit organization has experienced numerous benefits since implementing Zimbra. By leveraging on the stability and reliability of Classic UI and Zimlets, it saved much time previously spent addressing issues with Kopano, their previous system.

## Features and Benefits

Pro Mente Tirol leverages on several Zimbra's key features and functionalities such as authentication and Synchronisation via LDAP, as well as the classic UI for stability reason.

In addition, the organization made use of several Zimlets such as Signature Settings, Empty Subject, Search Highlighter and Nextcloud Zimlet.

**What is a Zimlet?** A Zimlet is a small, self-contained application that can be added to extend Zimbra's functions. It can be used to add new features, change the look and feel of the user interface, or integrate with third-party applications.

Pro Mente Tirol also adapted Fail2Ban, a customized solution, to work with Zimbra to further enhance the security measures of its business.

The native usage of ActiveSync has been a huge advantage for the organization, enabling seamless mobile usage and further facilitating collaboration on the go.

Overall, Pro Mente Tirol holds a positive opinion of Zimbra and would highly recommend the brand for email and collaboration.

"Our expectations were high but Zimbra didn't disappoint," adds Michael Astenwald.