zimbra
A SYNACOR PRODUCT

# Life-saving AREU Chooses Zimbra for its "simple and intuitive collaboration services platform"

*"Switching to the Zimbra open source platform allowed us to provide 100% of AREU staff members with a personal secure and private mailbox at a competitive cost. This change has led to better company coordination with the extensibility of the email system, together with a stronger feeling of belonging in our wide regional reality."* ***Piero Brambilla, CIO***

AREU
AZIENDA REGIONALE EMERGENZA URGENZA
Regione Lombardia

www.areu.lombardia.it

AREU is the Emergency Regional Agency for the Lombardy Region of Italy. They are responsible for the governance and the operational management of all the extra-hospital emergency medical activities in the Region. They coordinate the organs and tissues transportation service and the regional blood transfusion and hematic components activities. AREU is also responsible for the management and operation of the European Emergency Number (EEN 112) in the Lombardy region.

AREU has different offices throughout the provinces of Lombardy. They collaborate with directly employed staff members as well as people working for other regional health-care facilities, which totals over 1000 people.

## Opportunity

*Provide an open source email and collaboration platform to coordinate the different emergency services branches throughout Lombardy.*

AREU's goal is to coordinate the different, autonomous emergency structures in Lombardy while achieving the highest quality standards. Throughout the years, AREU has redesigned and simplified the organizational structure, improving the information exchange between all the offices and increasing the quality of the services provided.

Their most recent solution was a proprietary email platform. However, this platform proved to be too expensive to extend to the entire AREU staff. Due to budget restrictions, email was only available to 20% of the staff.

AREU faced two specific challenges:

1. AREU, being a public administration entity, should use open source tools whenever available.
2. Email is a necessary part of their business operations, and they needed mailboxes for their 1000+ widely dispersed staff members.

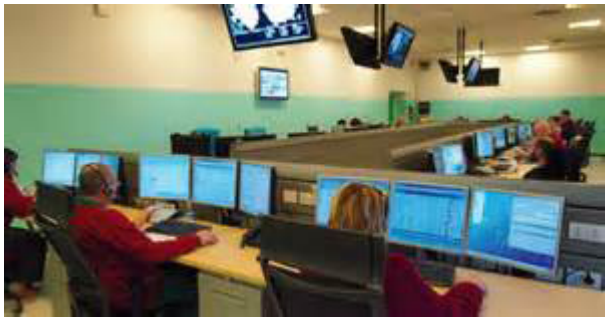
### INDUSTRY
Emergency Services

### CORPORATE HEADQUARTERS
Lombardy Region, Italy

### PRODUCT
Zimbra Collaboration

### KEY BENEFITS
- Collaboration tools
- Open source platfrom
- Email for everyone in our business environment

*"Our users' spontaneity in switching from our previous client-based email solution to Zimbra has been amazing thanks to Zimbra's rich features and ease of use," said Gabriele Dassi, CTO*



## Solution

*When AREU reviewed their email and collaboration options, Zimbra was "the most immediate and suitable collaboration mailbox solution."*

Implementing Zimbra means that:

- Every staff member in the AREU organization will now have a mailbox.
- Specific staff members can share sensitive information via the Zimbra Briefcase.
- Other AREU services can be integrated into the email experience.




Now every staff member at AREU has his or her own mailbox. AREU has been surprised at how eagerly their users are adapting to Zimbra. "Our users' spontaneity in switching from our previous client-based email solution to Zimbra has been amazing thanks to Zimbra's rich features and ease of use," said Gabriele Dassi, CTO.

### Special Briefcase Function

AREU is also using the Zimbra Briefcase functionality. Their staff members can use Briefcase to exchange information, documents, and recordings in a safe, secure environment. Because health information is sensitive and is only to be shared with authorized personnel, AREU has enabled the Briefcase only for specific users. They also blocked the automatic forwarding feature, so private information cannot be shared accidentally with users outside their domains.

### Zimlets = Extensibility

Zimbra's extensibility (via APIs and Zimlets) is an important part of AREU's email architecture. They are integrating their HelpDesk system and prescription charges software into the users' Zimbra email experience. Now, for example, staff members can share prescription information from the web through email without leaving the AREU business environment.

When asked about working with their local Zimbra partner to migrate to Zimbra, Dassi said, "Our collaboration with the Zimbra partner has been essential, allowing us to transfer our email system without causing inefficiencies to users. We have built a stable and very flexible platform."



***"Zimbra's open-source solution allows us to have excellent performance for many users in a safe environment, while always paying attention to the cost/benefit ratio," said Piero Brambilla, CIO.***

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