

zimbra®
A SYNACOR PRODUCT

OUT with SquirrelMail and IN with Zimbra!
Open University of Tanzania (OUT), where availability, integrity and reliability were the deciding factors in switching to Zimbra

> "Zimbra is *super* in usability. We appreciate the email speed, multi-integration support, flexibility for mobile platforms and Zimbra Desktop."
>
> Josephat Mathayo, Head of Information Systems and Database Administration at The Open University of Tanzania

EDUCATION HEADQUARTERS
Tanzania

WHY ZIMBRA?

- Integrity with 2-Factor Authentication
- Availability
- Reduction in spam
- Reliability

The Open University of Tanzania (OUT) is a fully-fledged, autonomous and accredited public University, providing Higher Learning Education in Tanzania & East Africa. OUT offers its certificates, diplomas, degrees, postgraduate diplomas and PhDs through its five Faculties and two Institutes. They have approximately 800 employees across 25 offices in Tanzania.

Opportunity

Replace SquirrelMail with a new platform to deliver improved availability, integrity and reliability.

OUT was using SquirrelMail, a standards-based webmail package written in PHP. The email platform was causing problems with an influx of spam and disturbances in communication and information sharing. They needed a new email and collaboration platform to improve availability, integrity and reliability.

Solution

Eliminate spam.

OUT needed an email and collaboration solution to improve three specific areas:

1. Integrity
Zimbra provides integrity for users with two-factor authentication, and Zimbra can also use Active Directory and Single Sign On (SSO) for authentication. OUT is using Active Directory to simplify communications and secure their local system.

2. Availability
OUT suffered a lot from spam influx and downtime while using SquirrelMail. "A benefit of Zimbra is that it moves with technology. Once deployed, bug fixes are almost zero. Zimbra provides updates and patches to improve security with changes of the technology," said Josephat Mathayo, Head of Information Systems and Database Administration at The Open University of Tanzania.

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3. Reliability
OUT's emails were not always delivered successfully with SquirrelMail, causing reliability issues. With Zimbra, OUT's 800 employees ***know*** their emails are received.

Business Lifeline

Zimbra is more than just email! It is a business lifeline for OUT, with videoconferencing as well as shared files and shared drive for easier communication. Zimbra provides easy chat right in the Zimbra Web Client and simple file storage.

A Suprise

Although it wasn't completely unexpected, OUT has been surprised by just how easy Zimbra is to use. "Zimbra is ***super*** in usability. We appreciate the email speed, multi-integration support, flexiblilty for mobile platforms and Zimbra Desktop," said Mathayo. Data sharing and communications between OUT's students and external partners have also improved.

For information about Zimbra, click here: zimbra.com

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