

"PensoMail Zimbra" Partnership Between Penso + Petrom Brings Great Results: Modernization, Smooth Migration, Mobile Access—With Fewer Support Tickets, High Availability and At a Lower Cost

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> Jefferson Rodrigues da Silva
> Petrom's Information Technology Supervisor

CORPORATE HEADQUARTERS
Brazil

WHY ZIMBRA?

- Mobile Access
- Fewer Support Tickes
- Happy, Productive Users

Since its founding in 1998, Petrom - Petroquímica Mogi das Cruzes - is the largest manufacturer of phthalic anhydride in Latin America, which is mainly used to produce plasticizers, unsaturated polyester resins and alkyd resins.

With a production area of 21 thousand square meters and 100% committed to global standards of quality, safety and environmental responsibility, Petrom is always looking for improvement and new solutions to meet the diverse needs of its customers. Their research and development area aims to create innovations in the areas of alcohol chemistry, fine chemistry and green chemistry.

Opportunity

Replace on-prem solution with cloud-based, Brazilian supplied email platform.

Jefferson Rodrigues da Silva, Petrom's Information Technology Supervisor, needed to find a new email management tool. Their old tool was being discontinued. It was installed on premises, making email management more difficult and more expensive.

"We aimed to modernize our environment and gain autonomy, since we had problems with emails that didn't arrive and the supplier took 3-4 days to resolve the problem," said Rodrigues.

Solution

Colleagues recommended PensoMail Zimbra from Penso Tecnologia.

The biggest challenge for implementing PensoMail Zimbra was making users understand the change. So Petrom started an internal awareness campaign with employees.

"We explained that the change was necessary due to the discontinuation of the previous tool. We also ensured employees that we were using a Brazilian solution to avoid the lack of support and to guarantee the continuity of quality," explained Rodrigues.

At first, Petrom's users didn't see the advantages of PensoMail Zimbra. However, after 4 months, a company survey found that 80% of users are satisfied with their new email.

Penso worked with Petrom for 6 months to migrate users. During that time, there was a period of testing where the two tools ran in parallel. Everything went smoothly, and the final day of transfer was a success.

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Jefferson Rodrigues da Silva, Petrom's IT Supervisor

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"It was very impressive. We migrated a heavy, on-prem system without any major problems. We scheduled the migration for a Monday. On Sunday, we did the backup and updated the system. On Monday, PensoMail Zimbra started running. I would like to highlight the exceptional work during the pandemic of our support analyst Fabiano da s. Ricardo and the Penso team," said Rodrigues.

Benefits of PensoMail Zimbra at Petrom

Access anywhere, including mobile, and better user settings.

After a few months, users began to see the greatest advantage of PensoMail Zimbra: the ease of access from anywhere. Today, mobile access is available to all users.

As the solution is anchored in a high availability cloud, it has excellent performance in complex operations. It supports a large volume of mailboxes, offering managed email and collaboration services.

Another benefit is that PensoMail Zimbra allows users to view their spam. Now users can check their mailbox, and if a message is blocked, they can release it themselves. They no longer need to open a support ticket.

Users can also resolve certain settings themselves, including choosing addresses to receive or block. "The process with Zimbra has improved a lot, the usability is very good and the feedback from users is excellent. It was much better than we imagined with the whole team enjoying the performance benefits and robustness of the tool," highlighted Rodrigues.

Even better for Rodrigues' IT department is the reduced work and problems after retiring their previous email system. "Not to mention that I don't have to buy a new server and train my staff on the administration of a new email system. I don't have those concerns anymore," said Rodrigues.

Advantages of the Penso & Petrom Partnership

PensoMail Zimbra is customizable. Petrom and Penso can expand and adapt PensoMail Zimbra to meet Petrom's unique needs. What's more, the subscription price for the most complete plan offered by Penso Tecnologia, is lower than that of competitors.

For information about Zimbra, click here: zimbra.com

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