CASE STUDY

zimbra DAFFODIL



ZIMBRA SUCCESSFULLY DISPLACES EXIM MAIL

Industry
Transportation & Logistics

Corporate Headquarter
Malaysia

Key Benefits
Enhanced Security
Improved Productivity
Flexible Integration Options

About Tiong Nam

Founded in 1975, Tiong Nam is Malaysia's leading logistics service provider.

It has more than 3,000 employees and 38 mission-critical sites nationwide. Tiong Nam is also one of the largest logistics service providers in the Asia-Pacific region.

Embracing integration has been key to their success. It has enabled the company to grow from a transportation business to a total logistics solutions provider. Their services include warehousing, customs brokerage, cold room facilities, express delivery as well as crane and heavy transport services – all of which require secure communication.

Challenges

In a fast-paced and intensely data-oriented environment, moving data and numbers in a digital network can be risky for logistics companies.

Agile, mobile and secured communication

Secure connection is crucial to all aspects of the supply chain especially when it involves international cargo. Tiong Nam needed their communication tool to be agile, mobile and secure.

Tiong Nam was previously using EXIM without any security features and instruments. Secured protocols and encryption were not in place for sending and receiving emails. To keep up with the evolving global economy and establish an effective communication culture, Tiong Nam saw a growing demand for security and enhanced features for email collaboration.

It was essential for their next communication solution to integrate with the organisation's existing systems with ease and value.

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Why Zimbra

Tiong Nam wanted full control over their logistics data. They needed to know what data is being stored and how it is stored.

Multiple email platforms including Google Workspace and Microsoft Office 365 were evaluated. Zimbra's on-premises solution and its competitive pricing turn out to be a perfect match to Tiong Nam's organisation needs.

With Zimbra's open-core vision, everything is transparent

Knowing what goes into the software delivered and incorporated into their own applications helps the organisation to prepare and protect their supply chain from data threats. This is something that no other SaaS-based close-source solutions can provide.

> *"Zimbra has better ROI against other cloud solutions"*

Zimbra's open core provides the flexibility of integration with third-party tools

Tiong Nam is currently using Microsoft Teams and Google Meet. These unified communication tools could easily be integrated with Zimbra's flexible extension framework. As such, Tiong Nam sees that Zimbra has a better ROI against other cloud solutions.

Zimbra Deployment

The open-core email collaboration solution was successfully deployed with Zimbra's partner, CloudHappen for about 2500 mailboxes. Tiong Nam is considering deploying more features, such as Zimlets as part of their collaboration roadmap.

Values and Benefits from Zimbra

The adoption of mobile access to the user's mailbox with high level of data security allows Tiong Nam to significant increase of user productivity with mobility.

Remotely managing devices allows them to wipe data in case the user loses his/her device. Data security and sovereignty have helped Tiong Nam with legal compliance.



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