BANGLADESH'S LARGEST ENGINEERING DEPARTMENT TRANSFORMS COMMUNICATION WITH ZIMBRA



CUSTOMER ORGANIZATION NAME
Local Government Engineering Department (LGED)

INDUSTRY
Government

HEADQUARTERS
Dhaka, Bangladesh

LGED is the largest engineering department under Bangladesh's Ministry of Local Government, Rural Development and Co-operatives. With over 13,000 employees spread across 64 districts and more than 495 sub-district offices, LGED is responsible for building and maintaining rural roads, bridges, irrigation systems, and social infrastructure that serve millions of citizens.

The Challenge

LGED faced critical challenges in modernizing its communication infrastructure:

- Balancing functionality and cost across a large and diverse user base.
- Supporting efficient mobility for field engineers working in remote areas.
- Ensuring robust data security for sensitive government infrastructure communications.
- Basic email services via Zimbra Community Edition were insufficient as the organization scaled.
- Lack of enterprise-level functionality such as backup, disaster recovery, mobile sync, and centralized management.

The Solution

LGED upgraded its email and collaboration platform with Zimbra, facilitated by authorized partner Smart Technologies (BD) Limited. Key elements:

- **A mixed-license model:**
  - 1,000 Professional licenses for senior officials needing advanced collaboration tools.
  - 5,000 Standard licenses for general staff and field engineers requiring reliable email and calendar access.
- **Security and manageability enhancements:**
  - 2FA, S/MIME, backup and disaster recovery, role-based access controls, centralized management, encrypted communications (SSL/TLS) and modern defanger engine.
- **Migration:** 6,000+ mailboxes executed with zero data loss by Smart Technologies.
- **Enhanced mobility:** ActiveSync enabled field staff to access email, calendars, and documents via smartphones/tablets.
- **Collaboration tools:** Shared calendars, global address books, Briefcase file sharing, and Zimlets integration with ERP/project-management systems.

The Results

The deployment delivered significant benefits:

- **Operational Efficiency:** Substantial reduction in email downtime, improved project timeliness, streamlined IT administration, and lower licensing costs.
- **Enhanced Mobility:** Real-time access for field staff, enabling faster approvals and updates and seamless coordination across departments.
- **Scalability:** Supported 6,000+ active users with stable performance and no degradation. The architecture allowed room for future expansion.
- **IT Stability:** System stability and performance exceeded expectations, running smoothly with minimal downtime.

For more on Zimbra's and customer success stories, visit zimbra.com.

> **"The flexibility and customization of Zimbra's open architecture allows us to tailor the platform according to government specific needs while avoiding vendor lock in."**
>
> Mohammad Zakir Hossain, Executive Engineer (ICT), Local Government Engineering Department (LGED)

Zimbra Partner: SMART Technologies (BD) Limited

Played a key role in a seamless transition, migrating 6000+ of mailboxes with zero data loss.

> **"Zimbra's flexible architecture allows customization to meet government needs, avoiding vendor lock-in for their deployment, transforming operations through real time data, automation, and enhanced user experiences."**
>
> Mirsad Hossain, General Manager and Head of Software Business, SMART Technologies (BD) Limited

Why Zimbra?

- Cost optimisation
- Mobility enablement
- Integration capabilities
- Enterprise-grade security
- Avoidance of vendor lock-in
- Scalability and performance

TALK TO OUR ZIMBRA EXPERT

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