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ENSURING DIGITAL SOVEREIGNTY & COST EFFICIENCY: HOW SITIV DELIVERS SECURE COLLABORATION WITH ZIMBRA

ORGANIZATION
SITIV – Syndicat Intercommunal des Technologies de l'Information pour les Villes

INDUSTRY
Government / Public Sector

HEADQUARTERS
Vénissieux, France

SITIV is a public digital services operator supporting local authorities in the Rhône basin. As an intercommunal resource and expertise center, the syndicate contributes to the effective management of information technologies within its public service mission. It also promotes exchanges and the sharing of experiences among municipalities. Its activities range from providing guidance to making available resources related to information systems and the infrastructures that support them.

The Challenge

SITIV is a public digital services operator supporting local authorities in the Rhône basin. Before adopting Zimbra, SITIV faced several key challenges under its previous Microsoft environment:

- High licensing and maintenance costs, limiting opportunities for effective resource sharing across municipalities.
- Reliance on a proprietary email system that conflicted with digital sovereignty requirements and created dependency on Microsoft.
- Growing difficulty in guaranteeing the security and resilience of communications for more than 30,000 users, putting staff efficiency and citizen trust at risk.

Annual messaging costs were four times higher than those of an equivalent open-standards solution, while the lack of unified collaboration tools slowed down communication between elected officials and staff. Rising security risks further damaged confidence between municipalities and citizens.

The Solution

By partnering with Zimbra and Axess, SITIV deployed Zimbra as part of its virtual office platform. The solution provided:

- Integrated collaboration features - email, contacts, calendars, and document sharing - all accessible on the go.
- A sovereign, open-standards messaging platform, hosted on shared SITIV infrastructure in the Rhône basin.
- A robust, highly available architecture, with maintenance in operational condition (MOC) to ensure service continuity.

A rapid deployment brought 18,000 Zimbra accounts live for the City and Metropolis of Lyon, later expanded to 30,000 SITIV users.

The Results

The move to Zimbra has delivered tangible benefits:

- Rapid Efficiency Gains: Internal feedback shows collaboration improved within three months of deployment.
- Costs Cut in Half: Messaging and maintenance costs reduced by 50% compared to the previous proprietary Microsoft environment.
- Stronger Security & Sovereignty: Data remains under French jurisdiction, supporting compliance with national and EU standards.
- Reliable Public Service: High availability has been consistently confirmed since 2022, strengthening trust between municipalities and citizens.

Partner Insight : Axess

As a trusted Zimbra partner, Axess played a key role in SITIV's digital transformation. Their expertise in open-standards collaboration solutions and local deployment ensured a smooth rollout, tailored to the needs of municipalities and their users.

Why Zimbra

- Scalability: From 18,000 to 30,000+ users with no loss of performance.
- Integrated Collaboration: Unified tools for email, calendar, and file sharing.
- Robust Security: Encryption, two-factor authentication, and compliance-ready features.
- Sovereignty by Design: Locally hosted, open-standards platform aligned with French and EU requirements.

"Zimbra, combined with a shared infrastructure managed by SITIV, ensures full digital sovereignty for the Rhône basin while cutting our messaging costs in half. A reliable, collaborative solution that fully respects our public service priorities."

Stéphane Vangheluwe, Managing Director, SITIV

TALK TO OUR EXPERT

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