zimbra
A SYNACOR PRODUCT



From Open Source to Enterprise-Ready:

MISA Strengthens Security and Scalability with Zimbra Standard Edition

The Challenge

MISA, a leading provider of accounting and business management software in Vietnam, relied on Zimbra Open Source Edition (OSE) as its email platform. As they expanded to over 4,000 employees, its requirements for security, scalability, and administrative control began to exceed what an open-source platform could effectively support.

The IT department faced three pressing challenges:

- **Administrative complexity:** Manual account management and updates required significant IT effort, limiting operational efficiency and highlighting the need for more centralized administration.
- **Scalability:** As the organisation expanded, there was a growing need for improved system stability and performance to support increasing user demands.
- **Security:** Stronger authentication and security controls were required to better safeguard sensitive data and communications.

The Impact

As MISA continued to grow, the existing open-source email environment limited operational efficiency and the ability to scale securely. Increased administrative overhead and evolving security requirements highlighted the need for a more robust and centralized platform to support business continuity and future growth.

The Solution: Partnering with Zimico for Zimbra Standard Edition

MISA partnered with Zimico, Zimbra's partner in Vietnam, to migrate from Zimbra Open Source Edition (OSE) to Zimbra Standard Edition. The migration enabled MISA to enhance its email infrastructure with greater reliability, security, and administrative control.

Key improvements included:

- **Improved reliability:** Enhanced system stability and uptime to support business communications across all departments
- **Enhanced security and control:** Strengthened account protection with Two-Factor Authentication (2FA), alongside S/MIME and role-based access controls to improve data security.
- **Optimized total cost of ownership (TCO):** Reduced annual email infrastructure costs by 25% while retaining enterprise-grade capabilities compared to SaaS alternatives.
- **Centralized administration:** Simplified management of over 4,000 mailboxes, reducing IT workload and improving operational efficiency

Zimico's expertise enabled a smooth migration with minimal downtime and no data loss, ensuring continuity of operations throughout the transition.

The Results

The transformation positioned MISA's communication infrastructure as a secure, scalable, and cost-efficient asset.

Security & Control

Strengthened account protection with the implementation of Two-Factor Authentication (2FA)

Cost Savings

25% reduction in annual email infrastructure costs compared to SaaS alternatives

System Uptime

Improved system stability and uptime supporting over 4,000 users

Headquarters

Vietnam

Why Zimbra

- **Flexibility:** Open-core, customizable
- **Security:** LDAP, 2FA, and anti-spam tools
- **Scalability:** Grows with workforce and needs
- **Efficiency:** Simplified workflows and user management

"The transition to Zimbra Standard Edition has strengthened our security, simplified IT administration, and provided a more stable foundation to support our continued growth."

— MISA IT Team

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