# BEYOND END-OF-SUPPORT: HOW INDONESIA'S MINISTRY OF TRADE MIGRATED 4,000 MAILBOXES TO ZIMBRA




**CUSTOMER**
**Ministry of Trade, Republic of Indonesia**

**INDUSTRY**
**Government / Public Sector**

The Ministry of Trade of the Republic of Indonesia administers government affairs in the field of trade, including policy formation and implementation across domestic trade, consumer protection, foreign trade, international market access, export development, and commodity trading oversight.

Faced with an aging Microsoft Exchange environment approaching end-of-support, Indonesia's Ministry of Trade needed a secure, scalable, and compliant collaboration platform for approximately 4,000 government users. By working with Zimbra and local partner PT Rekha Karya Prima, the Ministry successfully migrated to Zimbra with minimal disruption while strengthening security, improving operational efficiency, and supporting local data governance requirements.

## The Challenge: Moving Beyond End-of-Support Exchange

The Ministry relied on Microsoft Exchange Server, which was approaching end-of-support. Continuing with the legacy platform increased operational risk, security exposure, maintenance pressure, licensing dependency, and administrative complexity.

The Ministry needed a secure and reliable email collaboration platform that could support approximately 4,000 government users, comply with national cybersecurity and data governance requirements, and keep day-to-day communications running throughout migration.

## The Solution: Zimbra with Local Partner, PT Rekha Karya Prima

The Ministry selected Zimbra and partner, PT Rekha Karya Prima to modernize its communication infrastructure and move beyond its Microsoft Exchange environment approaching end-of-support. PT Rekha Karya Prima provided local implementation expertise, migration services, and ongoing support throughout the project.

Combining Zimbra's secure and flexible collaboration platform with local deployment expertise enabled the Ministry to implement a solution aligned with its operational requirements and infrastructure preferences. The project included a phased migration strategy which was completed over two months, designed to minimize disruption while ensuring business continuity for thousands of government users.

## Why Local Expertise Matters

Successful modernization requires more than technology alone, especially in public sectors. It requires trusted local expertise. Working alongside Zimbra, PT Rekha Karya Prima brought deep understanding of local deployment considerations, governance requirements, and organizational priorities, helping the Ministry confidently transition from Microsoft Exchange to a secure, locally managed Zimbra environment.

## The Results: A Government-Scale Exchange Migration Proof Point

The Ministry successfully migrated approximately 4,000 user mailboxes to Zimbra while minimizing disruption to government operations.

The move improved email system stability and reliability, reduced long-term licensing and maintenance costs by approximately 40% compared to the previous Microsoft Exchange environment, strengthened cybersecurity posture by replacing an end-of-support email platform, and simplified IT administration through centralized management.

> **"The migration to Zimbra has provided the Ministry of Trade with a secure, reliable, and cost-effective email platform. The transition was carried out smoothly with minimal disruption, enabling us to strengthen our digital infrastructure while supporting government operational needs."**
>
> — M. Rizki Pohan
> Pejabat Pembuat Komitmen

## Partner

PT Rekha Karya Prima

## Why PT Rekha Karya Prima + Zimbra

- Local implementation and migration expertise
- Understanding of Indonesian government deployment requirements
- Structured migration approach minimizing operational disruption
- Local support throughout the deployment lifecycle
- Flexible deployment model supporting organizational requirements
- Proven experience delivering large-scale Zimbra environments

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