

CASE STUDY



In many respects, the most prevalent changes seen in recent years were caused by a rapid evolution of Information Technology. Telephones and fax machines, until only recently the predominant motors of traditional enterprise communication, are now mere pieces of a puzzle consisting of a combination of internet and e-mail, mobile telephones and Short Messages to form a monolithic overall picture. In our 21st century that has just begun, "integrated networking solutions" are no longer buzzwords merely designed to sound great - they reflect actual customer needs and challenges for vendors and developers alike.



TENOVIS' REQUIREMENTS FOR THE E-MAIL SOLUTION WERE:

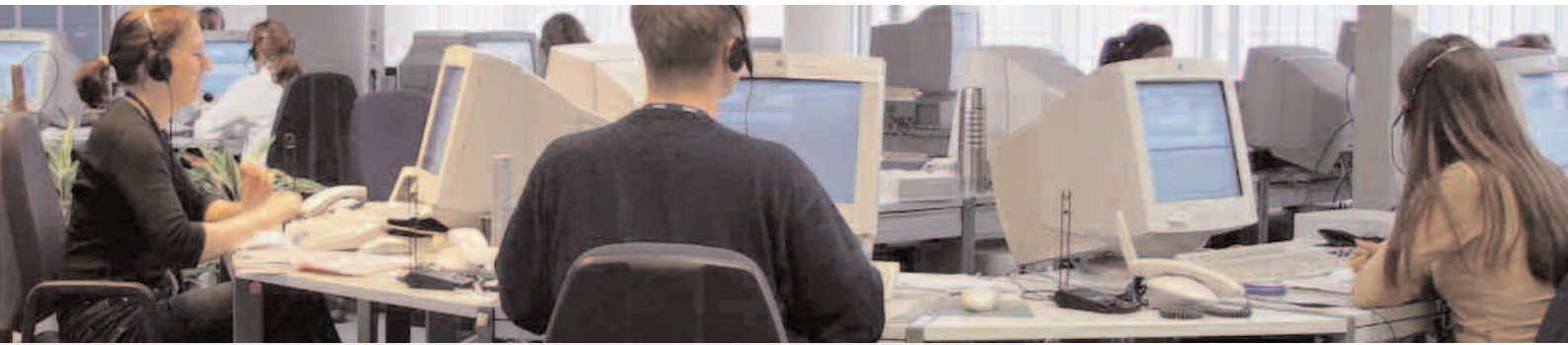
- a support-oriented solution
- the integration of the e-mail solution into an existing communications platform
- support for IMAP4
- straightforward installation and administration
- user-friendly handling and interface
- a strong cost/performance ratio

Tenovis, a provider of information and telecommunications solutions, has taken on this increased demand for efficient integrated solutions. The company, based in Frankfurt and active throughout Europe, specialises in intelligent business solutions merging traditional telecommunications and the internet. "The customer is always the centre of attention. According to the customers' wishes, we at Tenovis develop individual systems tailored to our customers' needs."

The Integral Messenger was Tenovis' vehicle to further the development of a revolutionary Unified Messaging System integrating voice communications,

e-mail, voice mail, fax and Short Messages into a common platform and drastically optimizing office communications. In accordance with Tenovis' concept, this project was again designed to put the focus on the customers' needs and generally available service.

In order to satisfy these requirements, the Integral Messenger must fully cater to all the needs for corporate communications, offering supreme quality. It is for these reasons that the integration of an adequate e-mail solution and the cooperation with a supplier both reliable and focussed on support were of paramount importance.



IMAP4

The e-mail solution desired was to stand out by straightforward installation and administration and by interworking efficiently and reliably with the other products in the same environment. IMAP4 capabilities were also a decisive criterion "[...] because only these guarantee the efficiency in connection with our Integral Messenger." This protocol allows for decentralised e-mail processing by the users while administration remains centralised, thereby thoroughly increasing workflow flexibility. Finally, one more factor played an important part for Tenovis: "Last, but not least, the price was relevant because we can pass the price through to our customers directly."

THE ANSWER: MDAEMON

To find a product offering superior quality and user-friendliness at an economic price from a competent supplier would seem to be a daunting task. Tenovis, however, found all this at EBERTLANG, the sole distributor in Germany for the e-mail server MDAemon produced by Alt-N. This corporation, based in Gießen, joins Tenovis in its

commitment to solutions focussed on innovation and service. This convergence of corporate philosophies and quality standards was not the least important reason for cooperation. MDAemon's capabilities were also a decisive factor. In the course of the decision-making process, products of a variety of suppliers were subjected to numerous tests, and MDAemon easily beat all competitors. "For us, MDAemon has proven to be the ideal solution and to be the best of all alternatives, allowing for us to swiftly decide on adopting it."

IRREFUTABLE ARGUMENTS

MDAemon succeeded easily in fulfilling the market's high expectations as to quality and even in surpassing Tenovis' expectations. "Especially the efficient usability and the fact that both components – Integral Messenger and MDAemon – can effortlessly coexist on a shared computer [...]" were strong arguments in favour of this e-mail solution. These are features which minimise complexity and the amount of maintenance and therefore affect pricing in a way most beneficial for the user.

THIS WAS NO BIG DEAL...

An interview with Stefan Manke,
Product Manager Unified Messaging,
TENOVIS GmbH & Co. KG

What were TENOVIS' requirements of the desired e-mail solution?

Professional processing of messages, straightforward installation, effortless usability, support for the IMAP4 protocol and interoperability with our other products and solutions.

How long did it take for you to decide in favour of MDAemon?

This was no big deal; MDAemon proved to be the best of all alternatives. Our technical tests revealed no problems, so we were able to decide in favour of MDAemon pretty swiftly.

What are the criteria Tenovis expects a supplier – EBERTLANG, in this case – to fulfil?

Dependability, delivery reliability, the price and quality must be right, support, service and defined contact persons.

How satisfied are you with EBERTLANG as a supplier for MDAemon?

Until now, we have found no problems or restrictions following our decision, we therefore view our cooperation thus far as very positive.

How satisfied are you with MDAemon?

The interoperability between the Integral Messenger and MDAemon has been well proven in the systems deployed thus far.



ON-ROAD TEST PASSED

Practical experience shows that Tenovis has scored a hit by selecting MDAemon: "The interoperability between the Integral Messenger and MDAemon has been well proven in the systems deployed thus far." Furthermore, the customers have greatly profited from this cost-effective and user-friendly e-mail solution: "MDAemon's much more straightforward administration is of particular value for smaller companies without a 'dedicated' administrator." The development of sales and the feedback by their customers confirm the concept developed by Tenovis' Frankfurt head

quarters: "With our solution we are presently setting the trend, especially for small and medium-sized companies; the positive experience with modern communications equipment in large enterprises get about, and we are noticing a growing demand for state of the art communications solutions."

THE CONCLUSION

A success can be considered guaranteed to result particularly because of the strong requirements Tenovis and EBERTLANG demand of each other: For both

companies, service and cutting-edge products are the decisive factors and the basis for a business relationship in good faith. This working relationship between the companies can be considered a role model for the success of a veritable cooperation. Through effective support, customer-oriented pricing policy and thorough quality management, a product was introduced into the market which offers to prospective customers a future-oriented solution today.

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TENOVIS Business Communications.

Tenovis is a provider of information and telecommunications solutions acting throughout Europe with presently 6,000 employees and service centres in Germany, Austria, France, Switzerland, Italy, Spain and the Benelux countries. The company, based in Frankfurt, offers efficient solutions for business communications. The individual and customer-focussed consulting services are the basis of the company's successful development. The Integral Messenger represents this guidepost as a cost-efficient and powerful all-encompassing solution. For further information, please refer to:
www.tenovis.com



This product, developed by Alt-N, has established itself on the market as one of the most popular e-mail servers. Cost-efficient, easy to install and user-friendly to handle, this effective all-encompassing e-mail solution stands out for a multitude of features. The GroupWare plug-in, for instance, permits the sharing of contacts and calendars and centralises intra-office communication. The AntiVirus plug-in effectively protects networks from dangerous worms, Trojan horses and viruses. For further information on MDAemon's features, please refer to:
www.mdaemon.de

EBERTLANG

EBERTLANG Distribution GmbH is the sole distributor in Germany for the MDAemon e-mail system. This product, developed by Alt-N, can be considered exemplary for the philosophy the Gießen-based company is committed to: In order to secure customer-focussed support, the product lines continue to be trimmed to selected communications and security software solutions. A multitude of national and international customers may therefore at any time rely on competent service and profit from EBERTLANG's superior-quality and cost-efficient range of products. For further information, please refer to:
www.ebertlang.com