

Zimbra provides Interim HealthCare a feature-rich and scalable messaging solution, 80% more cost-effective than alternatives

KEY BUSINESS CHALLENGES

- ▶ Cost Efficiency
- ▶ Scalability
- ▶ Administration
- ▶ Integration
- ▶ Usability

“Zimbra’s total cost of ownership is 20% of other alternatives we evaluated in the market. This adds up to a lot of savings when you look at it over thousands of user accounts.”

Bob Diaz
Director IT Operations
Interim HealthCare, Inc.

INTERIM HEALTHCARE’S DEPLOYMENT & TECHNOLOGY ENVIRONMENT

- Prior Messaging Platform: Evdesk
- Scale of Usage: Over 1000 user accounts
- Primary Client: Zimbra AJAX web client
- Secondary Client: Microsoft Outlook
- Zimlets: Yes, RSS Feeds in marketing applications
- Integration: Active Directory
- Server: RedHat Enterprise Linux

FAVORITE ZIMBRA FEATURES

- Portability: Any user, any machine
- Rich, browser-based interface
- Comprehensive mail, calendaring and address book functionality

“Zimbra’s user management features such as bulk user creation and the use of COS greatly simplify the demands of managing thousands of accounts.”

Arnold Saidon
Network Engineer
Interim HealthCare, Inc.

ABOUT ZIMBRA

Zimbra is an open source server and client technology for next-generation enterprise messaging and collaboration. Zimbra delivers innovation for both the administrator and the end-user as well as compatibility with existing infrastructure and applications (both open source and proprietary).

CUSTOMER OVERVIEW

Founded in 1966, Interim HealthCare is the nation’s largest combined provider of home care and supplemental health care staffing. It is also the nation’s oldest and most successful health care franchise organization. Interim HealthCare reaches across the United States and Puerto Rico with over 300 franchise and branch locations and 500 independent affiliates.

BUSINESS CHALLENGES

Interim HealthCare wanted to replace an aging messaging system for their affiliates in order to address the following issues:

- **Cost Efficiency:** Interim HealthCare operated a legacy messaging system to keep their cost of operations low. This messaging system was not able to deliver the required level of performance to meet current and future needs.
- **Scalability:** Interim HealthCare anticipated a three-fold increase in their affiliate user base. The existing messaging system had many custom-built features that caused code consistency issues. Interim HealthCare doubted the ability of their existing messaging system to handle the increase in the anticipated load.
- **Administration:** The administration experience of the existing system was less than satisfactory. Account creation was a cumbersome process and there was no way to delegate administration of accounts to regional offices.
- **Integration:** Lack of integration between the corporate and affiliate messaging systems made prevention of duplicate accounts a laborious task.
- **Usability:** Mobility of the user base meant that users depended on their web browsers as the preferred access channel. The existing messaging system was not user-friendly and many users had difficulty working with the browser client.

ZIMBRA SOLUTION

Interim HealthCare deployed the Zimbra solution to address their messaging challenges. The Zimbra platform delivers:

- ✓ **Scalable Messaging and Collaboration Platform:** Zimbra provides Interim HealthCare a highly reliable and scalable platform that has proven its ability to handle over 1000 users, and that seamlessly scales to meet future growth.
- ✓ **Easier Account Administration:** Easier account creation and ability to delegate administration simplifies administration tasks.
- ✓ **Tight Integration:** Zimbra’s Zimlet framework delivers a simple solution to ensure seamless integration with disparate systems. Interim HealthCare is implementing Zimlets to deliver RSS feeds to their marketing applications.
- ✓ **Superior User Experience:** The Zimbra AJAX web client is accessible through any browser. According to users at Interim HealthCare, Zimbra has the “most comprehensive functionality set” among all messaging and collaboration solutions in the marketplace.

BENEFITS & VALUE DELIVERED

Zimbra delivers a superior messaging and collaboration platform that enables:

- ✓ **Superior Cost Savings:** Interim HealthCare estimates that a similar comprehensive platform would be five times more expensive to implement and manage.
- ✓ **Seamless Scalability:** Zimbra’s optimized scaling architecture delivers an expandable solution to Interim HealthCare. Interim HealthCare believes that Zimbra is the ideal solution to scale beyond their current 1000 users.
- ✓ **Improved User Productivity:** Interim HealthCare users experience a substantial improvement in user productivity facilitated by the feature-rich Zimbra AJAX web client.