

JanPak sees huge lift in productivity with its new collaboration hub

Next generation open platform will integrate JanPak's CRM with email and make administration easier.

Challenges

JanPak had been using Lotus Notes for over 10 years. Recently, they had started developing many in-house applications for data warehousing, CRM and sales force automation. They were very interested in integrating these programs with their email system. However, Lotus Notes' proprietary APIs made integration of external applications a very time consuming and laborious task.

Additionally, JanPak needed a solution with a rich webmail interface. Most of the 275 users scattered across 15 locations were using the Lotus Notes local client on a Windows machine, these local clients were cumbersome to maintain. If a new user came on board, the IT team had to configure a machine on site, and ship to one of the 15 sites; if someone upgraded their machine, IT had the tedious task of moving the mail between the machines.

Zimbra Solution

Over a period of 12 weeks, the JanPak team performed a comprehensive evaluation of email and collaboration systems. They looked at a variety of systems including Lotus Notes, MS Exchange, Gmail and Zimbra. They were particularly interested in the new version of Lotus Notes, which had a web client very similar to the local client. However, integration of custom applications was still a sticking point. The deployment was also expensive. Exchange was discarded for the same reasons. Gmail was ruled out for two reasons: one, all the mail was stored offsite and two, access of mail data by JanPak's internal applications was not possible. Zimbra was the only vendor that met all their criteria.

Deployment Overview

The decision to deploy ZCS was taken in January 2010. There was some urgency in the deployment: JanPak's Lotus Notes license would expire by the end of February leaving JanPak barely a month to transition all their users. In that time, Zimbra had to move from a limited pilot to a full-fledged deployment. Special focus was placed on ensuring a tight integration between Zimbra and the Blackberry Enterprise Server (BES).

The migration of the existing users took place over a weekend using the Zimbra Lotus Notes Migration Tool. "The whole operation went quite smoothly and we were pretty happy with the way the whole transition happened" commented Chuck Rinaldi, IT Director at JanPak.

All of the ZCS features including Email, Calendar, Docs, Briefcase and Task sharing have been enabled from day one of deployment. Some limited training was provided in the initial days to help users become acquainted with the more power-user email and collaboration features. All the users are now happily using the webmail version of Zimbra and/or on their Blackberries.

TEXAS A&M



About

For more than 50 years, JanPak has been dedicated to supplying customers with the highest quality goods and services in the most efficient, timely manner possible. The distributor of janitorial and pack-aging products has evolved from its modest roots as a small paper supplier into a robust wholesale distribution entity supporting more than 14,000 enterprise customers. The company currently serves a number of industries including manufacturing firms, educational and governmental institutions, health care organizations, lodging, retail and the food service industry.

- ▶ 500 employees, across 15 locations in 9 states
- ▶ High degree of mobility among users
- ▶ High usage of Blackberry for email access

Goals

- ▶ Deploy an email and collaboration service that can be integrated with external applications
- ▶ Test and install the new system in one month before the expiration of current email system license
- ▶ Provide a full-featured, next-generation collaboration system, that would have a rich webmail access interface for the highly mobile users





“The ability to integrate mail, calendar, new applications will be the biggest increase in productivity we will have.”

Chuck Rinaldi,
IT Director,
JanPak

CUSTOMER CASE STUDY: JanPak

JanPak also decided to customize Zimbra and rebranding it as *JPMail*. The new coloring, supported by artwork from the marketing team, reflects the company branding. The end users are seeing an internal application that is substantially better for email and collaboration than their previous system.

Key Benefits

According to Rinaldi, “most of the users are excited by the new email service.” They really like that they can access their email from anywhere, even without their own laptops. Many of them find the powerful search function very useful to search through the hundreds of emails they receive from Janpak customers. Just as importantly, JanPak has realized tremendous savings in provisioning new users with email. “Earlier, ID files had to be moved, clients had to be reloaded and overall it [setting up a new user] was a very time consuming process. Now we just had to give them a user name and a login” said Rinaldi. Additional time and effort is also saved by not having to upgrade, update and maintain client programs. In the future, Rinaldi expects to see explicit cost savings in hardware costs as well.

Currently no standard Zimlets have been rolled out to the users. However, the development team is working hard on integrating the CRM system and email. Previously, contacts had to be entered twice in the CRM solution and in the email program. Now both of them will share contacts. Similarly, appointments made in CRM will now start appearing in the email system calendar.

Reflecting on the impact on the organization, Rinaldi said “the ability to integrate mail, calendar, new applications will result in a huge increase in productivity”

Key Benefits

Extensive Searching capability.

About Zimbra

Zimbra, a division of VMware, is the leader in next-generation, open source email and collaboration. Zimbra supports both private on-premises and hosted public cloud deployments and is popular with universities, business, government and services providers.

Learn more at www.zimbra.com.