

## Kolab usage at the DIOSNA Dierks & Söhne GmbH



### Overview

- medium-sized company providing production and laboratory plants to bakery, food, chemistry and pharmaceutical industries
- Locations: Headquarters Osnabrück, locations in Indonesia, Russia and Czech Republic
- Groupware users: 160 of 190 employees
- Kolab in use since 2005
- deployed Clients: Outlook 2003 + Toltec 2
- Deployment, high availability, email archival, backup and support by Intevation GmbH



### Kolab at the Diosna

The Email- and Groupware-Solution Kolab is a central component of the communication infrastructure at Diosna. It was introduced towards the end of 2005 in a three month migration project in close coordination with the Intevation GmbH. Subject to qualification of the administrator it was possible to train the employees in house. The operation of the entire solution, including end user support, currently require approximately 10% of the manpower of one administrator. All services around Kolab since introduction including two major upgrades to introduce requested features have cost Diosna approximately 23.000 Euro, plus an additional 5.000 Euro for server hardware.

The requirements for the groupware have continued to grow since the introduction and Kolab grew with them: "The professionalism of our partner Intevation convinced us to sign a support contract and additionally realise email archival and a high availability solution", says Wolfgang Döding, Diosna's manager for the Kolab deployment.

The company has high demands for its IT and delivery processes, in particular since key accounts from the pharmaceutical industry regularly conduct audits and certifications. In order to meet these demands, the IT department of Diosna is pursuing a strategy of long-term economic partnerships with external service providers.

The solution replaced by Kolab in 2005 was the SuSE Linux Open-Exchange Server. Essential reasons were better support for the Outlook client by the Kolab server, and the integrated calendar management.

"As groupware is a permanent component of our communication infrastructure, every downtime translates into lost effectivity. All things considered, Kolab is very easy to maintain and a cost effective solution for us," summarises Bernard Helms, Head of the IT-Department.

## The Company

The DIOSNA Dierks & Söhne GmbH is one of the leading producers of highly developed production and laboratory plants and equipment for the bakery, food, chemistry and pharmaceutical industries. The globally active company with corporate headquarters in Osnabrück was founded in 1885 as company for the fabrication of machines for farming and creameries, in 2008 its annual turnover surpassed 50 million Euro a year with an export quota of more than 60 percent. 190 employees in facilities in Germany, Indonesia, Russia and the Czech Republic are contributing to the quality of the products, such as kneading machines, lifting and discharging stations, blenders and mixers, granulators, processing plants and many more.

Designated contact person for Kolab is Mr Döding.

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