



## Service Provider

# TENOVIS

Business Communications.

### Customer Profile

Tenovis—now part of Avaya—is a provider of information and telecommunications solutions throughout Europe with 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.

### Challenge

Tenovis' needed a support-oriented solution to integrate IMAP email into an existing communications platform. It needed straightforward installation and administration; user-friendly handling and interfaces; and a strong cost/performance ratio.

### Solution

MDaemon Email Server

## Choosing an Email Server As Part of an Integrated Solution

As a provider of information and telecommunications solutions, Tenovis has taken on the demand for efficient integrated communications solutions. The company, based in Frankfurt, Germany, and active throughout Europe, specialises in intelligent business solutions merging traditional telecommunications and the internet. "The customer is always the centre of attention," says Stefan Manke, Product Manager Unified Messaging. "We 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, email, voice mail, fax and short messages into a common platform and drastically optimizing office communications.

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 email solution and the cooperation with a supplier both reliable and focussed on support were of paramount importance.

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

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## An Interview With Stefan Manke,

Product Manager Unified Messaging,  
TENOVIS GmbH & Co. KG

**Q. What were TENOVIS' requirements of the desired email solution?**

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

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

**A. 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.**

**Q. What are the criteria Tenovis expects a supplier – Eulink, in this case – to fulfill?**

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

**Q. How satisfied are you with Eulink as a supplier for MDAemon?**

**A. We have found no problems or restrictions following our decision. We view our relationship as very positive.**

**Q. How satisfied are you with MDAemon?**

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

## 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 Eulink, the exclusive distributor in Germany for Alt-N Technologies and the MDAemon email server. Eulink joins Tenovis in its commitment to solutions focused 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

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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,” says Mr. Manke.

### Exceeding Expectations

MDAemon succeeded easily in fulfilling the market's high expectations as to quality and even in surpassing Tenovis' expectations. “We are especially pleased with the efficient usability and that both components—the Integral Messenger and MDAemon—can effortlessly coexist on a shared computer,” says Mr. Manke. “These are features which minimise complexity and the amount of maintenance and therefore affect pricing in a way most beneficial for the user.”

### A Solid Solution

Practical experience shows that Tenovis has scored a hit with MDAemon. “The interoperability between the Integral Messenger and MDAemon has been well proven in the systems deployed thus far,” says Mr. Manke. “Furthermore, the customers have greatly profited from this cost-effective and user-friendly email 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. “With our solution,” Mr. Manke explains, “we are presently setting the trend, especially for small and medium-sized companies, which can now benefit from state-of-the-art communication solutions.”



Trusted Messaging Solutions

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