

PARTNER SUCCESS STORY / VALUE ADDED RESELLER

SCHMIEDER  
it-solutions  
GmbH



“The flexibility of the Scalix email and calendaring solution is not only for the Linux-minded customer. It also provides a scalable messaging alternative to existing Microsoft and Novell environments.

Scalix allows us to provide a solution based on customer need rather than the lock-in of a single vendor.”

Holger Schmieder  
Founder and Managing Director  
SCHMIEDER it-solutions GmbH

## Scalix Partner Grows Email and Calendaring Business with Linux-Based Exchange Alternative

### BUSINESS OVERVIEW

SCHMIEDER it-solutions GmbH, located in southern Germany not far from Stuttgart, is a full service IT resale partner taking a comprehensive approach to customer satisfaction starting with project planning and installation to subsequent product support, including managed services. SCHMIEDER has found tremendous success in the government, manufacturing and utility markets providing services for switch networks with server integration as well as client services. SCHMIEDER employs two sales professionals and eight technicians that also help with incoming helpdesk calls during the work week and Saturdays.

Five years ago, Holger Schmieder, Founder and Managing Director, recognized that customer demand for Linux based solutions was increasing exponentially, in particular for infrastructure, communication and groupware components. For SCHMIEDER, this led to the development of an in-house fax solution and prompted the partnership with Scalix as their messaging vendor. Today, SCHMIEDER it-solutions offers messaging solutions and services based on Microsoft Exchange and Scalix. As Linux becomes the server platform of choice for their modular, service-centric offerings, Scalix provides their customers with the perfect balance, a Linux infrastructure and the messaging client of their choice, most commonly, Microsoft Outlook.

### CHALLENGE

Over the course of a year, in a vendor and price neutral environment, SCHMIEDER evaluated a number of Linux messaging solutions, seeking the best Linux-based solution that offered similar functionality as Microsoft Exchange and even better, a solution that allowed the end user to continue using Outlook on the client side. Repeatedly, SCHMIEDER technicians were disappointed with many offerings – they could not find a Microsoft Outlook connector for Linux that provided the look and feel of an Exchange-Outlook environment to the end user – until they tried Scalix which natively supports MAPI, the native API used by Microsoft for communication between Outlook and Exchange. With the Scalix Clients of Choice Architecture, SCHMIEDER was able to provide customers with the reliability, flexibility and security they have come to expect from Linux applications as well as maximize their choice of desktop clients and mail interfaces.

## BUSINESS PROFILE



**SCHMIEDER**  
it-solutions

### SCHMIEDER IT-Solutions

From implementation to on-going support and service, SCHMIEDER IT-Solutions delivers a complete technology solution specific to the business needs of their customers.

### Location

Pliezhausen, Germany

### Areas of Expertise

- Client and Server Migration
- Data Networking
- High-availability Firewall Solutions
- Network Architecture Renewal

### Customers

- City of Tübingen
- ProReServ GmbH
- Karl Dungs GmbH & Co. KG

## ABOUT SCALIX

Scalix Corporation provides the most powerful utility-class messaging platform for customers committed to Linux and Open Systems. Scalix dramatically reduces the cost and complexity of enterprise messaging and increases reliability and scalability—all without impacting the end user experience.

Learn how you can improve messaging reliability and slash costs by visiting Scalix on the web at: [www.scalix.com](http://www.scalix.com)



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“Unlike other messaging solutions that were proprietary, the Scalix open architecture provides the Linux-minded organization with an affordable full-featured email and calendaring solution that can easily plug into any open source application”, said Mr. Schmieder. “This limits the total cost of ownership, including the cost of training because the end user is able to choose, on an individual basis, their preferred messaging client, resulting in no disruption for the organization.”

SCHMIEDER was also impressed by how transparent the Scalix migration was for the end user, blending seamlessly with both open and proprietary software, including Microsoft Outlook, Exchange and Active Directory. “Scalix stood out as the only Linux based messaging solution to be a real alternative to Microsoft Exchange,” Mr. Schmieder said. SCHMIEDER was also amazed by Scalix Web Access (SWA) for its highly secure and robust performance providing end users the advantage of anywhere, anytime access through a browser but with the look and feel of a desktop client.

As a full service partner, the opportunity to offer additional services to support the integration of alternative messaging ecosystem elements was also very appealing. Recently, SCHMIEDER went head-to-head in a beta environment with Novell Groupwise – not only did Scalix fair better, specifically the Scalix open architecture and support for Microsoft Outlook – SCHMIEDER it-solutions was able to sign an independent service contract with the customer to configure their LDAP server bringing them incremental services revenue as a result of Scalix.

## SECRET TO SUCCESS

According to industry estimates, Microsoft Outlook accounts for 74% of installed email clients worldwide – from a partner perspective being able to differentiate one’s services around Microsoft and still make margin on the deal can be a difficult proposition. With the Linux market growing rapidly, Scalix provides a unique value proposition: a true Exchange alternative for the Enterprise class customer and the business opportunity for the partner to work in an unsaturated market. When speaking with Microsoft accounts faced with Exchange 5.5 migration issues, SCHMIEDER is able to offer Scalix as an alternative knowing the product is more reliable, more secure, and more flexible, leading to lower total cost of ownership for customers. Other vendors claim to have an alternative to Exchange but when tested head-to-head there is no comparison, creating a less competitive sales environment and greater margins.

Today SCHMIEDER has implemented Scalix in almost a dozen different customer environments – all of which are productive and stable.

“The flexibility of the Scalix email and calendaring solution is not only for the Linux-minded customer,” said Schmieder. “It also provides a scalable messaging alternative to existing Microsoft and Novell environments. Scalix allows us to provide a solution based on customer need rather than the lock-in of a single vendor.”