

**INDUSTRY**

SGCA Mercedes imports Daimler-Chrysler Mercedes cars to Martinique in the French West Indies. They import personal cars, small and large trucks to the Caribbean island. All SGCA Martinique dealership's employees are connected to the e-mail system and have active e-mail accounts. They have two private connections internationally, one to their headquarters in France, and another connection to their office in Stuttgart Germany. Since they are located on a small island in the Caribbean Sea, internet and e-mail are the most practical, and least expensive means of communications.

CHALLENGE**CommuniGate Pro provides SGCA Mercedes with reliable forms of Internet Communications**

From 1991 until 1998, Laurent Royer, IT manager of SGCA, had been using Microsoft Mail as their primary e-mail retrieval system. They needed a new mail server to keep up with the increase in computer and internet technologies. They searched for a program that could meet all of their communication needs, and what they found was CommuniGate, and eventually CommuniGate Pro. Their connection to the internet was not permanent as they were on an ISDN line, so they were interested in the server to server e-mail capability (RPOP) of CommuniGate Pro. SGCA also required a user interface that was simple, quick, and efficient as well as compatible with various operating systems such as Mac OS.X., Linux, Windows and Unix. Finally, SGCA needed a server software solution that allowed them to organize their companies day by day operations, and a calendar style application to allow them to schedule important events.

SOLUTION

Not only did CommuniGate Pro solve their e-mail quandary, but CommuniGate Pro also offered them more reliable ways of transmitting e-mails such as IMAP, SMTP, POP, and Fax. The other solutions Mr. Royer looked at were, "too expensive, not easy enough to manage, did not include the RPOP functions and were too basic compared to CommuniGate Pro."

As long time CommuniGate users, SGCA was happy to find that CommuniGate Pro worked on the same philosophies as the original CommuniGate server. The documentation was always top of the line, "even for a French user, the online documentation was extraordinarily detailed but easy to follow. The technical support was always there to answer my questions, even when I was using the free-trial version of the software. I found all the same functions that I liked about the original CommuniGate, but with new and very powerful upgrades." Since 1998, CommuniGate Pro has set new industry trends, incorporated evolving technologies, and kept SGCA in touch with their clients, and foreign offices.

CommuniGate Systems also supports the "groupware," functionality with the CommuniGate Pro Server. Utilizing Microsoft Outlook in Corporate Workgroup mode against the CommuniGate Pro server requires the installation of a Messaging Application Programming Interface connector. CommuniGate Pro with Groupware capabilities enables e-mail, calendaring, and scheduling using Microsoft Outlooks advanced functionality and provides an integrated Web client allowing users to access their e-mail, calendaring and scheduling information from any web browser.

SYSTEM ARCHITECTURE

SGCA has had numerous operating and hardware systems through-out the years. They started out in 1991 running Microsoft Mail on an Apple Macintosh. As their company grew, their need for more capable and powerful systems and servers grew as well. They upgraded to a Mac OS.X.3 server and discovered the possibilities of a Unix platform. Intrigued by the possibilities of an open source platform, Mr. Royer purchased a small PC with: an Asrock mother card, 2.4ghz processor, and 256mb of RAM, and purchased Linux Mandrake 10 operating system.

When they setup their new system, they found that a free, trial version CommuniGate Pro was pre-installed. CommuniGate Pro resolved all their problems. They were quite happy that CommuniGate Pro was compatible on multiple operating systems.

BENEFITS

SGCA is more than happy with their purchase of CommuniGate Pro. They can analyze the problem of retrieving e-mails on their ASDL connection by monitoring incoming messages, as well as limit the amount of storage space for each account and share mailboxes across accounts. They are pleased at the ease-of-use, security and protection that CommuniGate Pro offers, quoting, "I am not afraid of virus, spam mail or any other predicament the future might hold for the internet with CommuniGate Pro. A majority of my users are very satisfied with our change to CommuniGate Pro. We can now use WebMail, IMAP and groupware functions with ease."

If SGCA does have a problem, Mr. Royer are extremely happy with the support CommuniGate Systems offers. "Every time I mailed a question to the technical support department, I had a response between 10 minutes and 2 hours later, even for the most difficult of questions." For SGCA Mercedes of Martinique, CommuniGate Pro is the ideal communications tool.

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