

## Alt-N Technologies Customer Success



### Encaps B.V.

Started in 1999, Encaps B.V. is a Dutch IT systems integrator and value added reseller specializing in the provision of hardware and network maintenance and support to small and medium enterprises (SME). It primarily serves customers in the hospitality business.

#### Key Features

- Built-in support for BlackBerry smartphones in one user interface
- Low cost of ownership
- One-download installation
- Supports multi-mobile device environment
- No IT department required

## Dutch systems integrator benefits from MDAemon Messaging Server, BlackBerry Edition, for cost effective mail server with mobile email

### The Challenge

As a small company serving the SME market, Encaps is more than aware of the IT challenges faced by small businesses. One of the major challenges is providing the responsiveness and agility needed to compete with larger companies, which depends in large part on which mail server the company decides to deploy. Because most SMEs don't have a dedicated IT department, ease of use, security and reliability are key. In addition to these features, Encaps wanted to find an email server that also offered BlackBerry® push email technology, but without resource-intensive support requirements.

### The Solution

To start with, Encaps went looking for a cost effective and easy to maintain solution for its own operations. Since most of its customers have Microsoft® environments, it decided that it would be best to choose a solution for Windows®. After surveying the market and testing various solutions, Encaps began using MDAemon® Messaging Server, BlackBerry® Edition from Alt-N Technologies®, a subsidiary of Research In Motion® (RIM®). Out of the box, MDAemon met Encaps' requirements. As Bert Haver, owner of Encaps says, "since the first installation, we have been very impressed with all the features, the ease of configuring and trouble shooting." With MDAemon, Encaps quickly realised that it had found a solution that would appeal to customers. "They ask us for a powerful yet easy-to-use email server. They also want mobile email support. But they are afraid to install Microsoft Exchange® because of its complexity," he says.

An added bonus of MDAemon is that it offers built-in support for BlackBerry® smartphones. "All the customer has to do is buy BlackBerry smartphones with a BlackBerry® data plan from their operator. MDAemon, BlackBerry Edition provides two-way wireless synchronization of email, calendar, and contacts," explains Haver.

## Encaps BV Benefits

“Since day one MDAemon has been running smooth and stable. It’s the closest thing I’ve seen to fire-and-forget. I recommend MDAemon Messaging Server, BlackBerry Edition to customers every day, and when they see the functionalities and the cost, they don’t require much convincing.”

Bert Haver  
Owner, Encaps

### Industry:

Small & Medium Enterprise

### Region:

The Netherlands

### Email Platform:

Microsoft Exchange

### Email Platform:

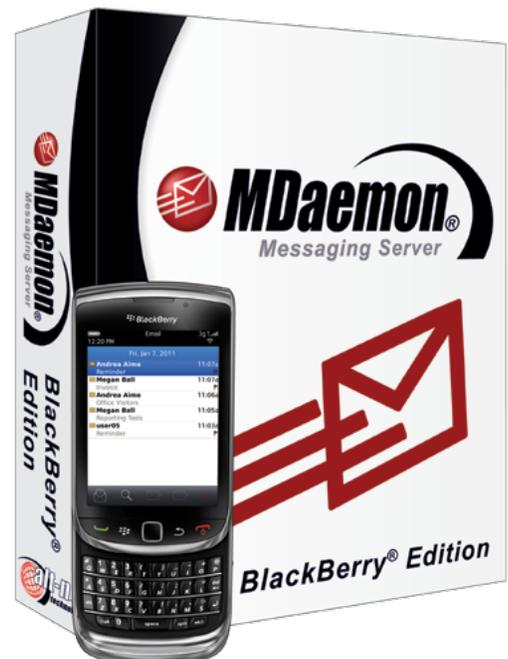
MDAemon Messaging Server,  
BlackBerry Edition

According to Haver, MDAemon, BlackBerry Edition is a dream come true for small and medium enterprises. First, he applauds the ease of use, “it’s a one download install and it’s up and running in under 30 minutes. It is simple to understand and very easy to administer. If something goes wrong you can very easily detect where the problem is and take action immediately. Also, customers can practically handle all the maintenance by themselves. They don’t need an IT specialist,” he says.

Havers is also impressed with the built-in support for BlackBerry smartphones, and says, “We are really happy with it. The BlackBerry management functionality works like a charm. It’s reliable and transparent. Without the user having to do anything, everything -- mail, calendar, contacts, notes, and tasks -- is automatically synchronized instantly. Often messages get to my BlackBerry smartphone before they arrive in Outlook®,” says Haver. MDAemon, BlackBerry Edition also combines MDAemon’s mail server security features with the Advanced Encryption Standard (AES) and Triple Data Encryption Standard (Triple DES) for data transmitted to and from BlackBerry smartphones. “You get MDAemon’s powerful anti-spam and anti-malware features and its email security techniques along with the profile management, encryption and remote wipe of BlackBerry smartphones.”

MDAemon, BlackBerry Edition delivers all these advantages along with very reasonable cost of ownership. “It’s a very cost effective solution that’s perfect for companies that don’t need something as big as Microsoft Exchange,” says Haver. “Many small companies don’t have the headcount to justify such expenditure. MDAemon has a very small footprint, so it can be installed on a single machine and doesn’t require individual user licences.”

Haver concludes, “since day one MDAemon has been running smooth and stable. It’s the closest thing I’ve seen to fire-and-forget. I recommend MDAemon Messaging Server, BlackBerry Edition to customers every day, and when they see the functionalities and the cost, they don’t require much convincing.”



www.AltN.com Phone: 866-601-ALTN (2586)

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## BlackBerry® Edition