Alt-N Technologies Customer Success

Neurona Sistemas improves customer service with cost-effective mobile email with MDaemon Messaging Server, BlackBerry Edition

Neurona Sistemas is a software solutions company based in Catalonia, Spain. The company specialises in providing IT management solutions, including enterprise resource planning software, training services, business process consulting, and bespoke web programming. Other services also include remote web hosting and cloud computing services for companies looking to ensure secure off-site backup of valuable information.

Key Features

- **Seamless access to email correspondence from any location**

- **Improved responsiveness to clients and suppliers**

- **Data security and device management**

- **Full wireless synchronisation of contacts and calendar**

The Challenge

As employees of a small business, the team of three at Neurona Sistemas are natural multi-taskers. They manage a range of issues relating to the business and are often out of the office on sales calls or site visits, therefore, mobile communications and access to information at all times is a key requirement.

Email is an essential communications channel at Neurona Sistemas, and due to the nature of their work, the team members need remote and on-site access to the messages sent to and from their accounts. The team also need access to their calendars and contacts from both PCs and mobile devices.

Finally, in terms of the synchronisation of content, the company also needs a solution that allows all information on their mobile devices to be synchronised automatically via a wireless connection, rather than being the personal responsibility of each device user, which, at busier times, could lead to the risk of losing information.

The Solution

Neurona Sistemas had already been using the BlackBerry® solution for mobile access to email. To improve their communications and productivity, they decided to deploy the MDaemon® Messaging Server, BlackBerry® Edition, an affordable on-site email server with built-in BlackBerry support specifically designed for small- and medium-sized businesses.

Through this solution, the Neurona Sistemas team has consistent and secure access to email, address books and contacts on their desktops as well as on their BlackBerry® smartphones. "And with MDaemon's integrated BlackBerry® Enterprise Server Express, synchronisation is carried out automatically," explains Josep Maria Herrando, founder of Neurona Sistemas.

MDaemon®
Messaging Server

Furthermore, Herrando and his colleagues now have access to all the emails relating to their accounts, whether sent or received via PC, webmail, or from their BlackBerry devices. "Having email in our pockets was essential," says Herrando.

The company makes use of the standard management and security policies and controls that come with MDaemon, BlackBerry Edition, which are suitable for a SME environment.
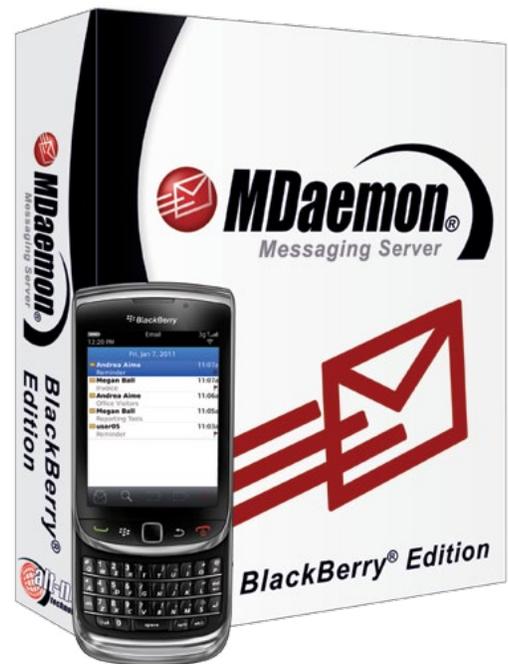
Neurona's Benefits

With the help of MDaemon, BlackBerry Edition, Neurona Sistemas has been able to extend the effectiveness of its BlackBerry solution. Now, if away from the office, Herrando and his colleagues have a much better system for checking emails and can be safe in the knowledge that the information on the BlackBerry smartphones is automatically synched with the office. And, if a device is lost, the information remains secure. "With MDaemon, BlackBerry Edition, we are safe in the knowledge that if someone loses a device, while we can block it remotely, we can also erase all the information," he confirms.

MDaemon, BlackBerry Edition was also a good choice for the company in terms of its integration with the existing solution at Neurona Sistemas, through which emails are stored on a local server, as well as with the BlackBerry smartphones. "As MDaemon is one of the suite of BlackBerry products and services, the ease of integration was a major factor when choosing this platform," explains Herrando.

Herrando recommends MDaemon, BlackBerry Edition for other SMEs looking for email and calendar support, as well as wireless synchronisation. "Any company can install MDaemon," he says. "You just need to set up the main domain, and you can start sending and receiving emails right away."

The greatest benefit for Neurona Sistemas is that MDaemon helps provide a simple, consistent way to access their email and personal information management content like calendar and contacts via a web-based client and the BlackBerry smartphone. "Telling a client you couldn't access an email right away was a problem for us," says Herrando. "Now, we have a copy of whatever has been sent and thanks to BlackBerry push technology, we can respond instantly."

BlackBerry® Edition