



Pak-Qatar Chooses Zimbra for Lower TCO and Open Source Core

PAK-QATAR FAMILY TAKAFUL LIMITED



PAK-QATAR FAMILY & GENERAL TAKAFUL
Together for Better

<http://www.pakqatar.com.pk/>



Pak-Qatar Family Takaful Limited, the pioneers of Family Takaful, is a progressive, technology-driven, Shari'ah-compliant company providing innovative "Takaful" solutions in Pakistan. The company is the fastest growing Family Takaful operator in the region.

Incorporated in 2006, and beginning operations in 2007, the company is registered with, and supervised by, the Securities and Exchange Commission of Pakistan (SECP). An independent Shari'ah Advisory Board chaired by Mufti Muhammad Taqi Usmani certifies all products and operations for Shari'ah compliance. The company is rated 'A' (Single A) with Stable Outlook by JCR-VIS Credit Rating Co. Limited and 'A' (Single A) with Stable Outlook by PACRA.

They are the first dedicated Takaful Group in Pakistan starting with both Family and General Takaful operations. The paid-up capital of Pak-Qatar Family is more than Rs. 700 million, and 1,000 plus employees are working in Pak-Qatar Takaful.

Pak-Qatar is present in multiple heartlands of Pakistan and is quickly moving into smaller cities and towns. As a flag-bearer of Takaful, Pak-Qatar is constantly engaged in community-development through Takaful.

Why Zimbra

Pak-Qatar had been using IBM Lotus Notes for many years, but in order to cater to business growth, they decided to look for a new, cost-effective solution when the legacy environment was due for a renewal. Being a BFSI customer, they did not want to move to the cloud. They decided to evaluate Open Source alternatives for both their email and collaboration requirements. Pak-Qatar evaluated a few on-premises, enterprise-grade email collaboration solutions and decided to settle on either Zimbra or MS Exchange. Zimbra was chosen to be the preferred solution due to its lower TCO offerings and open source core.

Aside from cost concerns, Pak-Qatar wanted a platform where security and privacy policies were paramount.

INDUSTRY

Financial Services

CORPORATE HEADQUARTERS

Pakistan

PRODUCT

Zimbra Collaboration

KEY BENEFITS

- **Security**
- **Flexibility**
- **3rd Party Integration**

"The web and mobile platform also gave our users the flexibility to work in offline modes and access necessary documents via Zimbra Briefcase."

Mr. Muhammad Shehzad Khatri
VP of IT Infrastructure at Pak-Qatar

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Pak-Qatar had several requirements for their email platform:

- Security: The ability to send and receive encrypted email.
- Security and Privacy: The ability to have delegated administrators with restricted access.
- Sharing and Collaboration: The ability for employees to share large documents for easy collaboration. Many of their end-users were using external platforms for sharing documents, and these platforms were not supported by the IT team.

Zimbra was easily able to demonstrate and implement these requirements. The new S/MIME digital signing and encryption allowed members of the organization to send and receive encrypted email while the delegated administration feature alleviated the security and privacy concerns of the IT administrators. Zimbra's Briefcase functionality helped the customer to bring all of their messaging and collaboration requirements under a single window in a secure manner.

Pak-Qatar also used instant messaging and audio/video functionalities with their legacy platform. To replace this function, Zimbra Talk was evaluated and deployed to ensure that the same functionality continues for all users. This had the added benefit of reducing the overall TCO by staying in the same ecosystem of products.

The Results

Pak-Qatar implemented Zimbra Collaboration and Zimbra Talk for about 670 mailboxes with Zimbra's local partner, NDS Technologies. Pak-Qatar is optimistic that Zimbra's friendly interface will lead to adoption of Zimbra Collaboration's advanced features.

Zimbra Mobile offers Pak-Qatar's users anywhere and anytime access to their emails. Their Life Insurance sales consultants

rely on the collaborative features offered by Zimbra's Briefcase to share illustrations and charts when talking to their customers. Also additional security features like remote wipe and mobile device management help the administrators manage the data of their current and past employees and prevent loss of secure data.

Zimbra Desktop is another component that the Pak-Qatar team is promoting to their end users. Use of the Zimbra Desktop client:

- Saves costs by reducing Outlook licensing.
- Provides off-line access to mail for the end users.
- Includes an auto-archive feature that helps users manage their quotas.
- Is available for Windows, MAC or Linux.

"The web and mobile platforms also gave our users the flexibility to work in offline modes and access necessary documents via Zimbra Briefcase," Mr. Muhammad Shehzad Khatri, VP of IT Infrastructure at Pak-Qatar added.

What's Next?

Pak-Qatar's IT team is now promoting Zimbra Talk for video conferences and conducting user training.

"Zimbra Talk will play a vital role in expanding our business. Products with an open-source core such as Zimbra always provide an up-to-date technology framework in addition to lower TCO. This helps companies to cope with their business challenges. We are looking forward to more Zimlets and Zimbra Suite Plus option so that we can expand the capabilities of the Zimbra Collaboration Solution," said Mr. Muhammad Shehzad Khatri.



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