Waiting Room Solutions Depends On Vmware Zimbra's e-mail, Calendar And Collaboration Solution

"Zimbra was perfect for Waiting Room Solutions because we needed a new solution for a growing remote workforce with heavy mobile usage. The fact that it integrated with our existing open source projects gave me much more confidence in their system."

— Brad Hall, Waiting Room Solutions systems administrator

Customer Profile

Waiting Room Solutions (WRS) is an award-winning web based complete enterprise Electronic Medical Records (EMR) and Practice Management System for physicians' offices. Waiting Room Solutions needed to find an affordable and innovative e-mail, calendar, and collaboration solution to help its employees manage their internal and external communications as well as their day-to-day business needs to ensure Waiting Room Solutions continued growth.

Challenge

Waiting Room Solutions needed a better way to collaborate among its employees and its growing physician client base. Waiting Room Solutions also wanted an innovative and affordable Web application that would boost end user productivity on any device or desktop at any time and in any place.

"Waiting Room Solutions was looking for an integrated e-mail, messaging, and calendaring system. The previous system we used had various systems that were separate. We also wanted to remain with an open source based solution. We needed a new system that would fit into our current infrastructure—including our already built automated systems—without any disruption. We also didn't want to spend a lot of money on a system. With a geographically diverse team, we needed a single system that could be accessed anywhere in a consistent and easy interface, and also enable us to communicate with desktop clients and mobile devices," said Brad Hall, Waiting Room Solutions systems administrator.
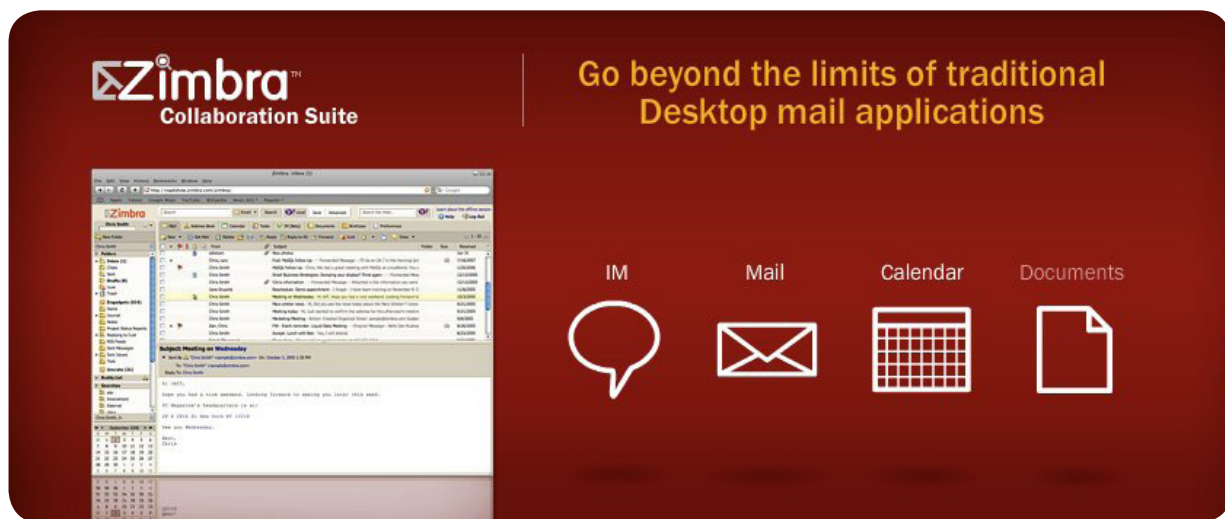
Solution

Waiting Room Solutions depends on excellent communication among its employees as well as with its physician client base for its continued growth. The award-winning end-to-end electronic medical records and practice management software company depends on sharing information and documents. Waiting Room Solutions also needs to keep track of internal and external meetings with its clients. To meet Waiting Room Solutions communication challenges, in March 2010, Waiting Room Solutions tapped Zimbra to enhance user productivity on any device, reduce management overhead, and run on VMware virtual infrastructure.

Business Needs

Waiting Room Solutions relies on Zimbra Collaboration Server for E-mail, Contacts, Calendar, Documents, File Sharing, Tasks, Social Media, plus synchronization to other desktops and devices.

"Zimbra provides Waiting Room Solutions with e-mail, instant messaging, shared calendars, and shared files. Virtually all intraoffice communication flows through Zimbra. In addition to providing these services, Zimbra is built on already existing open source projects, some of which we were already using, such as Postfix. Zimbra integrates all of these projects into a coherent platform, allowing us to leverage our existing customization knowledge to a much stronger platform. We've also integrated Zimbra to authenticate for several other key systems throughout the company so that accounts need only to be created once, instead of on every system," asserted Hall.

ZCS's cloud interface is a collaboration "hub"–an open platform that brings together e-mail, calendaring, tasking, documents, social media, and enterprise applications.

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Waiting Room Solutions reliance on ZCS's support for openness doesn't end with easier management and maintenance. Rather, it is a commitment to transparent roadmaps, robust user and developer communities, and open standards to be fully compatible with all common browsers, e-mail clients (including Outlook), desktops, and mobile devices.

Waiting Room Solutions also depends on ZCS's web based application to reduce support costs and streamline e-mail deployment, management and provisioning. This leads to greater reliability and lower total cost of ownership with unprecedented agility, flexibility, and control. ZCS gives Waiting Room Solutions the freedom to develop collaboration clouds.

Additional features that Waiting Room Solutions depends on include a rich browser-based AJAX interface with application features, such as drag and drop, tagging, and conversation views; a comprehensive search-based inbox, including within attachments, and saved search folders; innovative calendar wizard that finds the optimal time and place for large meetings within seconds; effective sharing and collaboration with peers, including inboxes, contacts, calendars, documents, files and tasks; a robust enterprise calendar with shared free-busy times; interoperable with Microsoft Exchange; productive document management through a single Briefcase repository with version control, check-in and check-out, and instant sharing of documents and folders; innovative "hub" of communications that integrates third-party services as "mash-ups" or application "tabs," including Twitter and Facebook.