

Hermann Pfanner Getränke GmbH uses contactSync for mobile devices

“With contactSync, we can keep our contacts from the global address list up to date on all mobile devices. This tool is easy to use and meets Pfanner’s requirements exactly.”

Daniel Klee, Team Leader IT Security & IT Infrastructure, Hermann Pfanner Getränke GmbH



THE CUSTOMER

Hermann Pfanner Getränke GmbH was founded in 1856 and is wholly family-owned. The Austrian company, known for its fruit juices and iced teas, has a total of 1,000 employees throughout Europe. Pfanner has production facilities in Austria, Italy, Germany and Ukraine.

<http://www.pfanner.com>

THE CHALLENGE

After migrating from Lotus Notes to Microsoft Exchange, Pfanner was looking for a solution to keep the contacts from the global address list (GAL) up to date on mobile devices. The company found what it was looking for with the NETsec tool contactSync.

Iced teas and fruit juices for every taste

Pfanner’s roots go back to Max Hermann Pfanner and the year 1856. Today, Pfanner is one of the largest apple processors in Europe and the family is still actively behind the internationally important family business. Every year, around 120,000 tons of fruit are processed at the five production sites for the company’s own production. Pfanner is highly regarded beyond Europe’s borders for its careful production of fruit juices, nectars and concentrates as well as iced teas, tea drinks, wines and fine brandies.

Migration to Microsoft Exchange

Of the 1,000 or so employees at Hermann Pfanner Getränke GmbH, the contacts of around 400 users are synchronized via contactSync. The majority of these employees have a business smartphone and must therefore be able to access the current global address list. After migrating from Lotus Notes to Microsoft Exchange, a new tool was needed.

CUSTOMER BENEFITS

- contactSync synchronizes the Global Address List (GAL) at Hermann Pfanner Getränke GmbH with the personal Outlook address list on the employees' mobile devices.
- Noticeable time savings thanks to simple installation and automated synchronization.
- Licensing is based on the number of mailboxes that the contacts are to receive.

ADVANTAGES OF CONTACTSYNC

- Synchronizes the Global Address List (GAL) in the user mailboxes.
- Implementation within one hour
- Encrypted data transmission via email, so no new trust interfaces are required
- Good price-performance ratio
- Intuitive graphical user interface
- No need for consultants

"Microsoft Exchange does not have such a feature available out of the box," explains Daniel Klee, Team Leader IT Security & IT Infrastructure at Pfanner. "That's why we needed a tool that always keeps the contacts on the mobile devices up to date and synchronizes with the Global Address List."

GAL goes mobile

To ensure this, Pfanner has opted for the contactSync tool – a lean solution for synchronizing the mail-enabled objects of the Exchange environment as contacts in the Exchange mailboxes. These contacts in the mailbox can then be synchronized with Microsoft Exchange ActiveSync or Mobile Device Management (MDM) to the corresponding smartphone or tablet, where the contacts can then be seen in the native apps for phone numbers, contacts and emails.

Fast implementation

Daniel Klee's team started the installation from the headquarters in Lauterach (Voralberg), so that employees at all locations can now benefit from the synchronization of contacts. "The implementation went very quickly," emphasizes the IT expert. "We quickly switched to pilot operation in order to roll out contactSync across the board. Everything worked out perfectly."

Record results for Pfanner

This also applies to Pfanner's fruit juice production. The long-established company operates one of the most modern plants in Enns near Linz. Incidentally, around 1.5 kilograms of freshly harvested apples are needed to make 1 liter of Pfanner apple juice. In 2021, Pfanner generated an annual turnover of 329 million euros – a record in the company's more than 160-year history.

"We can definitely recommend contactSync. With its intuitive interface, NETsec's tool is easy to use and works flawlessly."

CONTACT

NETsec GmbH & Co. KG
Schillingsstr. 117
D-52355 Düren

Phone: +49 2421 99878-20
Fax: +49 2421 99878-27

email: sales@netsec.de

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