

The Heidenheim newspaper

Archival storage of emails

The new German Telemedia Act presented the Heidenheimer Zeitung (Heidenheim newspaper) with a challenge in the area of email communication. Accordingly, the introduction of an email storage facility is imperative. With Open Exchange as a central mail application, however, the publisher neither had a legally sound solution for storage nor a system that met business-specific requirements. As a result, a central information platform for internal matters featured high on the planning list just as much as freely-controllable workflow processes to support internal organisation.

FRITZ & MACZIOL were awarded the contract by offering a complete solution while taking all current requirements into consideration and offering sufficient options for upgrades at the same time. The overall package focuses on Lotus Notes for the central mail system and the application server. In the case of problem solving, internal IT is supported by hotline & helpdesk applications of the F&M CRM suite. With the inclusion of the Sametime Server, the integrated directory offers the telephone switchboard a user friendly application. It is planned to install the IBM Content Manager for central record management and archives; the IBM Commonstore will take care of mail archive storage according to legal requirements.

Information

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