



## Customer Profile

World's #1 Web Hosting Service Provider Uses Funambol Push Email and Mobile PIM Sync to Address Small and Medium Business Market



1&1 is the largest and fastest growing web hosting service provider in the world. Their global community consists of 7.5 million customers that own ten million domain names. Many customers use 1&1 as their email provider. The company is financially stable and profitable. Their mission is to provide an optimal Internet presence for small-to-medium businesses (SMB) and individuals via innovative, high-quality solutions at value prices. 1&1 has been dedicated to one goal since their inception: providing complete customer satisfaction by offering all-inclusive products and cutting-edge technology at low prices.

1&1 recently introduced MailXchange, a hosted open source email and groupware solution with push email and PIM (contacts, calendars, tasks and notes) sync. It consisted of the Open-Xchange groupware server and Funambol Carrier Edition for push email and PIM sync. 1&1's goal was to offer a groupware system with mobile capabilities that was more affordable and more profitable than proprietary solutions.

### Why Funambol?

1&1 selected Funambol as their push email and PIM sync solution for several reasons:

- **Open source** — 1&1 believed that open source was a good low-cost alternative to proprietary solutions that could still provide a rich experience for end users
- **Easy integration** — Funambol could be readily integrated with Open-Xchange, which made it easy for 1&1 to choose Funambol as their MailXchange Mobility option
- **Broad device compatibility** — As a service provider, you do not control the handsets used by subscribers, so it is critical to have a solution that works with a wide variety of mobile phones. 1&1 valued Funambol's ability to support 1.5 billion handsets which is enabled by Funambol's worldwide open source community that tests and improves the software on hundreds of phone models. It is also due to the software's basis on the SyncML (OMA DS) standard that is built into more than 1 billion devices
- **Scalability** — 1&1 needed to ensure that Funambol could scale to support hundreds of thousands to millions of users. Their performance evaluation proved it
- **Branding** — 1&1 wanted their software clients to look-and-feel like 1&1 clients. They collaborated closely with Funambol to ensure that their branding needs were met
- **Ease-of-use** — 1&1 knew that the mobile solution had to be easy to set up and use for SMB users. 1&1 liked how Funambol Carrier Edition could configure handsets over-the-air (OTA) for push email and PIM sync

### Results

1&1 launched the Funambol push email solution on time and within budget. The service has performed well, enabling 1&1 to continue its tradition of satisfying customers with innovative services at low cost. The solution was initially deployed for Windows Mobile devices and is expanding to BlackBerries, iPhones, Symbian and other devices. Overall, 1&1 has been very pleased with the performance of Funambol. Funambol has lived up to its commitments to deliver everything that 1&1 has requested. Based on the success of the project, there are plans to extend the use of Funambol push email and PIM synchronization to address additional user segments.