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D. B.
Head of PC Support
EDEKA Minden-Hannover IT-
logistic service GmbH

Key Highlights

ORGANISATION:

Germany's biggest supermarket chain, approx. 280,000 employees

INDUSTRY:

Food and Beverages

CHALLENGES:

- Email size limitations
- Increased support requests
- Constraint to save space on existing servers

SOLUTION:

PPTminimizer 4.0 companywide license

ACHIEVED RESULTS:

- Relieve of bandwidth
- Reduction of IT support by 75%
- Productivity increase of employees
- Enormous storage space savings

98% smaller PowerPoint files, 75% less support for the IT helpdesk.

The EDEKA Group, Germany's biggest Supermarket chain deployed balesio's native format optimization technology at the biggest regional center in Minden-Hannover (north-west Germany). The company's own IT service provider EDEKA Minden-Hannover IT-/logistic service GmbH successfully deployed a companywide license of PPTminimizer 4.0 (current version is FILEminimizer Office) to all PC users to reduce the size of unstructured files in the company's email network.

CUSTOMER PROFILE

The EDEKA Group is Germany's biggest Supermarket chain with projected sales of 43 billion Euros and over 12,000 stores. The corporate structure of the EDEKA group is rooted on three components: the Headquarters in Hamburg, seven regional centers and the various retail shops.

CUSTOMER CHALLENGE: DIFFICULT EMAIL COMMUNICATION WITH LARGE ATTACHMENTS

The EDEKA employees regularly use PowerPoint and Word to create presentations and documents which are sent via email both internally and externally. Especially with PowerPoint files, employees often crossed the pre-set size limitation for email attachments which made it virtually impossible to send those files via email. This not only caused increased support in the IT Helpdesk who couldn't help but temporarily increasing the email size limitation limit, but was also responsible for increased costs for bandwidth within the organization. In addition, employees and the help desk lost valuable time and productivity decreased. The large number of Microsoft Office files within this EDEKA division also led to a massive data storage increase on file and email servers.

THE SOLUTION

After a thorough market analysis where the EDEKA group evaluated several

solutions, they decided to implement a company-wide license of PPTminimizer v. 4.0 by balesio (current version is FILEminimizer Office). The software compresses Microsoft Office files while maintaining the native Microsoft format using balesio's native format optimization (NFO) technology. Every employee can now easily send Microsoft Office files via email and email size limitations are no longer a problem. The high compression rates lead to enormous storage savings on file and email servers and bandwidth could be significantly relieved. The EDEKA Minden-Hannover IT-/logistic service GmbH deployed the software easily and fast via a customized MSI installation provided by balesio.

BUSINESS BENEFITS

Today, each of the 2,500 PC Users of this regional center can use the software to compress Office files extremely without zipping. Shortly after the unproblematic, easy installation and deployment, the company could reduce the support requests caused by oversized Office files in email attachments by over 75%. *“Very shortly after the roll-out, we could reduce the support requests due to large email attachments by over 75%”,* confirms the responsible Head of PC Support at EDEKA, *“while we previously had 20 of such requests daily, we now have less than 5! I am very pleased how the software gets the job done.”*