

## Case study:

# RIKORA FLM, SRL



Company focus:	<b>metal parts and precision mechanics contractor</b>
Location:	<b>Romania</b>
Licenses in use:	<b>19</b>
Preferred features:	<b>email management</b>
Why eM Client:	<b>→ impressive speed</b> <b>→ efficient data management</b> <b>→ customer-friendly tech support</b> <b>→ easy-to-use</b>
Use-case:	<b>→ internal and external communication</b>

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**RIKORA FLM SRL, leading European contractor for the custom metal parts and precision mechanics industry from Romania, has been using 19 licenses of eM Client with CPanel mail server solution since 2014.**

With expansion to new markets and business areas, including aerospace, naval, or pharmaceuticals, there were new demands on communication and communication tools within the growing business. eM Client is used both for communication inside the company and outside. More important is the communication with the customers and suppliers.

**It allows employees to perform tasks faster than in the previous email management solution and positively changed Rikora's communication workflow.**



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The mid-sized company decided to migrate to a desktop email client from a common online email that no longer met its requirements. After some product research and looking for “top email clients”, eM Client came up first, with generally positive professional and end-user reviews.

**“...very satisfied with eM Client, mainly due to its speed and efficient data management.”**

The company tested the application extensively for 6 months. The initial testing began with only one PC (of the IT administrator). **“I saw everything started to move better, so I installed it to my colleagues’ and finally to the top management stations.”** Issues with database checking occurred during the initial testing period, but were resolved. Our IT team currently devotes about 2 hours per month to maintain the app. The successful testing phase cleared the app to progress to the deployment phase. The adaptation was regular and with no major issues.

“Our employees as well as IT administrators have been very satisfied with eM Client, mainly due to its speed and efficient data management. We also appreciate the customer-friendly technical support,” **Florin Munteanu, the production manager of Rikora** sums up. As the company gets bigger, Rikora is certain to install eM Client to all additional stations.

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