

Case study

# How IceWarp Brought Mail Server Stability and Client Support to Bulovka Hospital





# Bulovka Hospital



Teaching hospital in the Czech republic



50,000+ patients treated annually



Approx. 3500 users



Windows OS

Bulovka Hospital is a teaching hospital complex located in Prague. Originally built in 1931, this expansive healthcare center treats thousands of patients annually and is used to educate and train current and future medical professionals. The hospital's multifaceted purpose sees

high school and university students simultaneously learning to become doctors and nurses as children and adults are treated in health-related incidents. Bulovka's other interests include investing in medical research and owning its own therapeutic spa.

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“ The hospital’s job is to treat patients and educate future doctors and medical staff. With such an important purpose, every aspect of our work must continue to flow without any obstacles. And after unsuccessfully trying several open-source options, **we turned to IceWarp for its stability and 24/7 client support.** And, of course, its **fair pricing.** ”



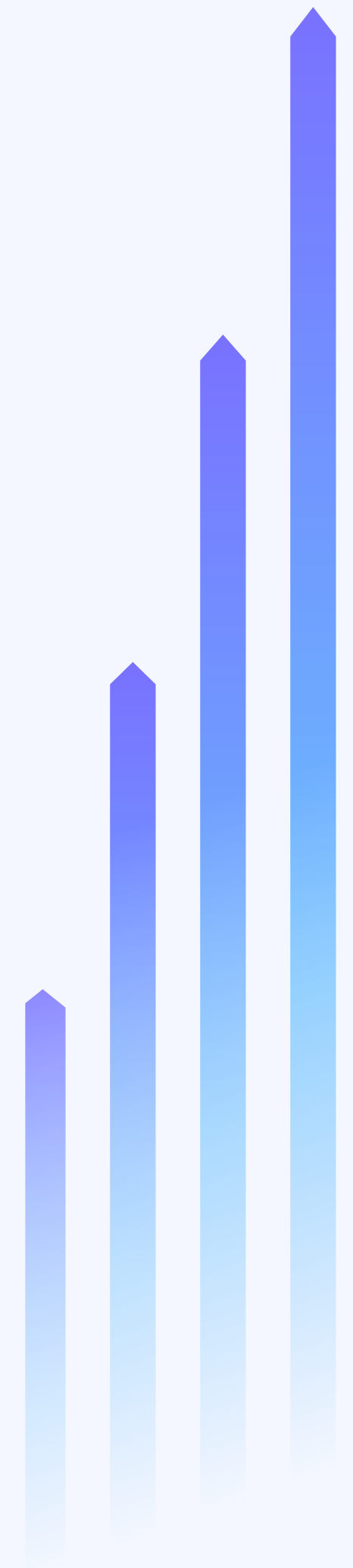
**TOMÁŠ FRANTÍK**  
IT ADMINISTRATOR AT BULOVKA HOSPITAL

## Bulovka Hospital Puts Its Trust in IceWarp

Before switching to IceWarp, Tomáš and his IT team dealt with many internal communication issues at the hospital.

“None of the open-source options we tried came with client support, they often had a limiting web interface, and we never had enough users who understood how to develop and update the old mailing solution,” recalled the IT Administrator.

This is exactly what led the hospital staff to seek a **more robust business tool solution** that would meet all of its needs. But considering they were used to free open-source software, the hospital’s budget had the final say. “Pricing was the last piece of the puzzle. Luckily, IceWarp allows **payment plan customization**, making it the perfect match for our budget,” concluded Tomáš.



## Benefits for Bulovka Hospital

A reliable business tool with minimal outages

24/7 client service to handle its every need

Complete data migration, IMAP file transfers, and server installation

Affordable pricing with custom payment options

“ I’d recommend IceWarp to similar companies with demanding internal and external communication needs, especially if you’re dealing with some price restraints. IceWarp will handle the entire data migration for you,

resolve any questions or issues, and work with you to create a custom payment plan that only includes the features you actively need. With all this in mind, **you can’t go wrong with IceWarp.** ”



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“ I like IceWarp for its simplicity. The other solutions we tried left many users feeling confused. We all appreciate how clearly the IceWarp desktop is arranged, which saves us a lot of time in our day-to-day use. ”



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