

Case study

15 Years of Enhanced Communication: IceWarp's Impact on the Chilean Police Force's Email System



Carabineros de Chile



Based in Chile



Chilean National Law Enforcement Police



80,000 users



IceWarp Mail Service, Security Suite

Carabineros de Chile, or the Chilean National Law Enforcement Police, works to maintain order and enforce the laws of Chile, with jurisdiction over the entire republic. Formed in 1927, the Carabineros display their deep love for their country by protecting and serving it daily and by working hand in hand with the local armed forces.



We're responsible for state security and safeguarding public order, and we **take our work very seriously**. Our four primary goals are effective

police management, efficient use of resources, the development of human capital, and institutional legitimacy.



JOSE FIERRO GONZALEZ
EMAIL OPERATIONS MANAGER

Key Challenges

Finding an email robust enough for the entire police force's operation and security.

Securing a system that was both fast and reliable (i.e., eliminate crashes).

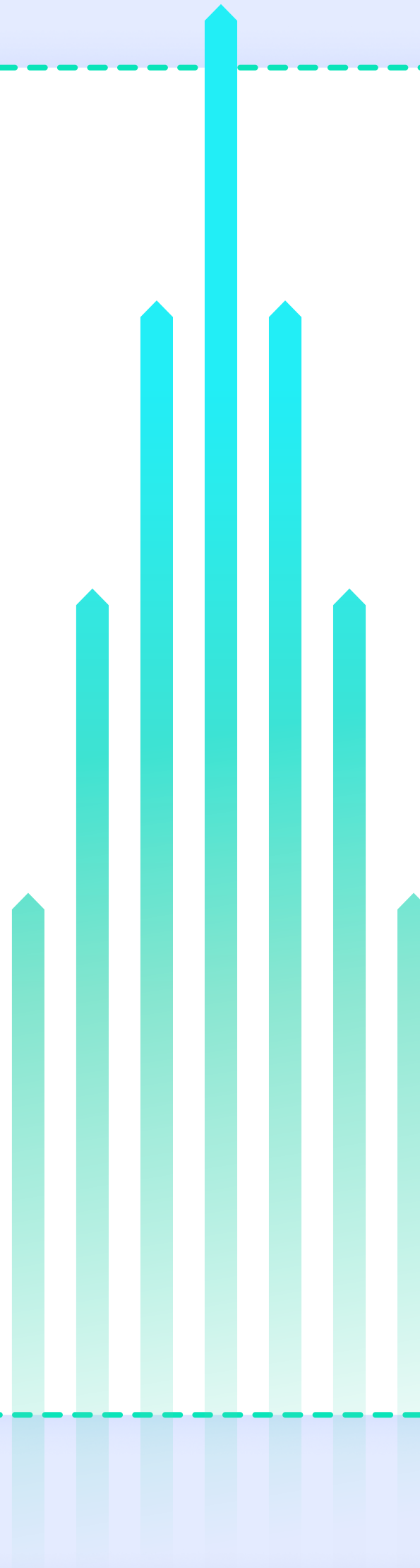
Implementing software that was once unknown to the local market.

Advantages

Reduced costs, even considering the thousands of users.

Fully-fledged email communication is used nationwide by all 80,000 officers.

Competitive features with a user-friendly interface and 24/7 stability.



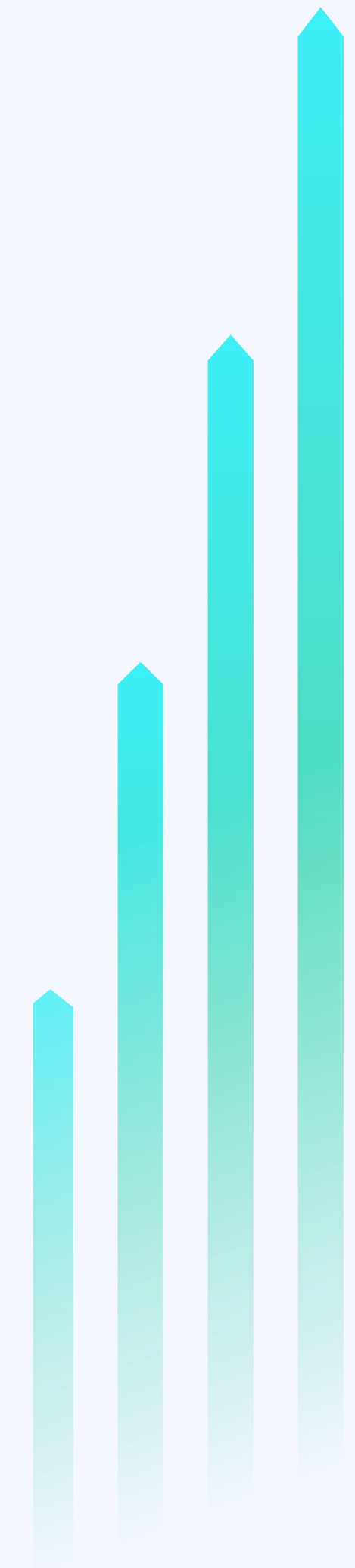
Nationwide emailing for all Carabineros

After having experienced speed issues and frequent system crashes, it was time for the Chilean police force to upgrade its email communication system.

“We needed a reliable emailing tool that could handle all 80,000 police officers using it on a daily basis. But we were also searching for cost-effective pricing,” Jose recounts.

Having had negative experiences with email providers such as Gmail and Hotmail, the Carabineros first heard about IceWarp in a magazine. Initially intrigued by the affordable prices, they decided to switch after learning more about IceWarp’s features and dependability.

Fifteen years later and the Carabineros de Chile are still utilising IceWarp emailing. When asked what he valued most about IceWarp, Jose described the following: **“It’s cheap compared to other products but still features the same functionality and quality. IceWarp is a crucial platform for the operation of this national institution.”**



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Reliable business email

With increased speed and zero crashes, the Carabineros can work day and night.

Features and quality

All necessary features included and a standard of quality fit for the police force.

Comparably low prices

With thousands of daily users, “affordable” is every government’s favourite word.

Nationwide communication

Emergencies happen nationwide, and the Carabineros are always in the loop.

Cloud security

All emails are stored on the cloud, protecting the entire institution’s data.

24/7 access to IceWarp support

The IceWarp client service team is available any time it’s needed.



Benefits for Carabineros de Chile

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“ Thanks to IceWarp, we’ve been communicating for more than 15 years without problems. ”



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