

# Ensuring Reliable Contact Synchronization in the Food Processing Industry with CB Exchange Server Sync

| ZÜGER FRISCHKÄSE AG  
SUCCESS STORY





“For the support, 10 points out of 10! You were very fast, and I’m really sure that if we face any challenges, you will be there to help us.”

ILJA G.  
IT SUPPORT

**Customer**  
Züger Frischkäse AG

**Activity**  
Food Processing

**Country**  
Switzerland

**Product Application**  
CB Exchange Server Sync

## Success Story

Ensuring Reliable Contact Synchronization in the Food Processing Industry with CB Exchange Server Sync

---

[Züger Frischkäse AG](#) is a family-owned business located in eastern Switzerland. It specializes in processing fresh, high-quality milk from the region to create premium fresh cheese products. The company was established in 1984 and is currently led by the second generation, Christof and Markus Züger. Situated in Oberbüren (St. Gallen), it has around 280 employees dedicated to refining milk from 400 regional farms to produce its renowned products.

### The Challenge

[Züger Frischkäse AG](#) needed a reliable and low-maintenance mail item synchronization tool. When the IT team realized that the software they used for synchronization did not support newer versions of Microsoft Exchange Server, they started searching for a replacement.

Their requirements were clear: the new solution needed to synchronize contacts with users on both local computers and mobile devices. Compatibility with different Microsoft Exchange versions and the ability to sync data with mobile OS versions and with Microsoft Office was critical. Ideally, the solution would also be able to synchronize calendars and public folders. For example, enabling users to access shared calendars on Outlook on their phones was considered a useful feature.

The IT team sought a solution to address specific real-world scenarios,

such as ensuring that if a contact is deleted from the Exchange Server contacts folder, the corresponding contact would be removed from all users' contact folders.

### The Solution: CB Exchange Server Sync

The search for a replacement brought Züger Frischkäse AG to Connecting Software and its solution, CB Exchange Server Sync.

At this point, the primary criterion was to find a tool that could handle contact synchronization and cover the use cases they had in mind. CB Exchange Server Sync fit the bill perfectly, and it was immediately clear it could go beyond that. As Ilja G. puts it, ***"The key functions of CB Exchange Sync are the synchronization of emails, calendars, contacts, tasks, notes, ensuring data consistency across all platforms."***

A wide support for different versions of Microsoft Exchange was also key to make the solution future-proof. In fact, CB Exchange Server Sync supports their current version of Exchange, as well as the version after that and even Microsoft 365 (formerly Office 365) if they ever decide to move to that because of the included Microsoft Teams.

## Success Story

Ensuring Reliable Contact Synchronization in the Food Processing Industry with CB Exchange Server Sync

---

### Implementation and Benefits

The deployment of CB Exchange Server Sync was done on-premises, and it was smooth, although the IT team at Züger Frischkäse AG faced some changes during the process, notably the departure of a team member.

The main benefit since deploying CB Exchange Server Sync was the noticeable **Reduction in Support Tickets**. As Ilja G. notes, ***“We have fewer tickets about contact synchronization issues.”***

Deployment did reveal an issue with Outlook synchronization, which the IT team eventually tracked down to outdated Outlook versions rather than the sync software itself.

Other positive notes were:

- **Seamless Deployment:** The software was deployed without disrupting daily operations.
- **Outstanding Support:** Ilja rated the support provided by CB Exchange Server Sync as excellent, ensuring any challenges were addressed quickly and effectively.

### Future Plans

Züger Frischkäse AG plans to explore the additional functionalities offered by CB Exchange Server Sync, namely calendar and public folder synchronization.

***“The main challenge for us in the future is calendar synchronization,”*** Ilja shares.

As the company is experiencing growth in both Germany and Switzerland, scaling up the number of users as the company continues to grow is also part of their plans.

### Final Words

Züger Frischkäse’s adoption of CB Exchange Server Sync has effectively addressed its urgent need for reliable contact synchronization. The seamless deployment, excellent support, and reduction in support tickets confirm that this was the right tool for them.

As Züger Frischkäse continues to grow, CB Exchange Server Sync remains a scalable and future-proof solution ready to meet evolving demands, namely in terms of the items it can synchronize, the number of users it can accommodate, or the different versions of Exchange that might be used.

For more success stories and insights on efficient software solutions, stay tuned to our blog. If you have questions or need advice on similar challenges, don’t hesitate to contact us.



## CHALLENGE

Replacing their existing synchronization solution for Microsoft Exchange Server which didn't support newer versions of Exchange Server. The focus was on contact synchronization, while calendar and public folder synchronization was a plus.



## APPROACH

Implementing CB Exchange Server Sync that has wide support for different versions of Microsoft Exchange and even Microsoft 365 if they ever decide to go to the cloud.



## OUTCOME

A fully automated, low-maintenance sync solution that keeps contacts and all other types of mail items up to date across their Microsoft Exchange Servers.

## PRODUCT APPLICATION



**CB Exchange  
Server Sync**

[learn more](#)



# Connecting Software



1776 S Jackson St, Suite 602  
Denver, CO 80210  
United States  
Phone: +1 (720)-577-3030

Handelskai 340/5  
1020 Vienna,  
Austria  
Phone: +43 1 3707 200



Poľná 5626  
901 01 Malacky  
Slovakia  
Phone: +421 (0) 34 7725637

Rua João de Deus, 12 E - Fr. C  
9050-027 Funchal, Madeira  
Island - Portugal  
Phone: (+351) 291 945 098



Gold DevOps  
Gold Data Analytics  
Gold Data Platform  
Gold Application Development  
Gold Windows and Devices

