



Case study

Open-Xchange develops, markets and sells web-based communication, collaboration and office productivity software. Built for the cloud, Open-Xchange's OX App Suite connects business and personal worlds, across devices and legacy systems. Open-Xchange is committed to a borderless internet that is open, safe and free - allowing users to protect their own data and privacy.



OX wanted to better understand the customer journey of their users and remain privacy-compliant at the same time. They were an existing customer of Piwik PRO and decided to upgrade when they heard about new privacy-related features, updates and new products in the Piwik PRO Marketing Suite.

The customer wanted to access all Piwik PRO Marketing Suite features without having to worry about the reliability and security of servers. They wanted to make sure that the service was hosted in Germany on stable infrastructure for maximum availability and uptime. OX also wanted to maintain full data ownership and get enterprise-level support. That's why they decided to upgrade to PPMS. Piwik PRO chose to host it on a Microsoft Azure VM Instance.

Thanks to the upgrade to Piwik PRO Marketing Suite we were able to gather more granular data about website visitors. With new machines in place and a very responsive Piwik PRO's customer success team, we can rest assured the system is fully operational and working at 100% efficiency. Privacy compliance is an important issue for us, we're glad that Piwik PRO supports us in our efforts.

Oliver Michler

Senior Product Marketing Manager
Open-Xchange

Migration to the new infrastructure was very quick and easy. We're very happy with the overall process and the reliability of the machines. One of the challenges that we had to face is scaling up the infrastructure once there is a need for it – but Microsoft makes it very easy to do it without any delays – almost in real time.

Mateusz Krempa

Customer Success Manager
Piwik PRO

The transition was quick and effortless. One day, we simply accessed our Piwik PRO account and the PPMS was there – without any trouble or long and unproductive calls. We even had all our historic data available for us on the new instance. We just had to switch the tracking codes – and that's it.

John Broomfield

VP Marketing
Open-Xchange

Contact

EMEA
+48 71 716 69 50

DACH
+49 221 6430 7750

BENELUX
+31 858 881 458

NORTH AMERICA
+1 (888) 444 0049

Web:
<https://piwik.pro>

Email:
sales@piwik.pro