EVA Software Solutions

Case Study

Successful Zoho Mail Implementation for KKV Tea and Coffee Pvt. Ltd.

1. Client Overview

KKV Tea and Coffee Pvt. Ltd. is a tea and coffee business with an online presence through its official website, kkvexport.com. Reliable business email communication is important for coordinating internal operations, managing business correspondence, and maintaining communication with customers and partners.

EVA Software Solutions supported KKV Tea and Coffee Pvt. Ltd. with a successful Zoho Mail implementation, including the transfer of email services between Google and Zoho and the configuration of split routing to support a complex environment where both mail servers needed to operate together.

2. Business Challenges

The project required a structured email setup that could accommodate the coexistence of Google email services and Zoho Mail.

Key challenges included:

- Transferring email services between Google and Zoho.
- Managing email communication across two separate mail server environments.
- Configuring split routing to support the required mail flow between both platforms.
- Handling the complexity of maintaining email operations while both server environments were in use.
- Ensuring the email routing configuration aligned with the client's operational requirements.

3. Objectives

The primary objectives of the implementation were to establish Zoho Mail while supporting the client's requirement to manage email communication across Google and Zoho environments.

- Implement Zoho Mail to support business email requirements.
- Transfer email services between Google and Zoho as required by the migration plan.
- Configure split routing to support email delivery across both mail server environments.
- Maintain the required coexistence of Google and Zoho email services.

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- Establish a structured email routing configuration to support the client's operational requirements.

4. Solution Implemented

EVA Software Solutions implemented Zoho Mail and handled the Google-to-Zoho email transfer requirements. The team also configured split routing to accommodate the client's complex email environment, where both Google and Zoho servers needed to be managed together.

The solution included:

- Zoho Mail Implementation:Set up Zoho Mail to support the client's business email environment.
- Google and Zoho Mail Transfer:Managed the transfer of email services between the two platforms as required for the implementation.
- Split Routing Configuration:Configured split routing to direct emails appropriately across Google and Zoho mail servers.
- Dual-Server Email Management:Supported the coexistence of both email environments through the required routing configuration.
- Email Flow Configuration:Structured email routing to meet the client's requirements for managing communication across both platforms.

5. Key Features & Customization

Zoho Mail Setup

Implementation of Zoho Mail to support the client's business email requirements.

Google and Zoho Transfer

Management of the email transfer requirements involving Google and Zoho environments.

Split Routing

Configuration of split routing to support email delivery across both mail server platforms.

Dual-Server Coexistence

Support for managing Google and Zoho email environments simultaneously, based on the client's required setup.

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Customized Email Routing

Configuration of email flow to accommodate the complexity of maintaining both server environments.

6. Results & Benefits

The Zoho Mail implementation provided KKV Tea and Coffee Pvt. Ltd. with an email environment configured to support its Google and Zoho coexistence requirements.

Key benefits included:

- Successful implementation of Zoho Mail.
- Completion of the required Google and Zoho email transfer activities.
- Split routing configured to support the dual-server environment.
- Structured email flow across both mail server platforms.
- Support for continued email operations during the coexistence of both environments.
- A more organized approach to managing the client's complex email routing requirements.

7. Conclusion

EVA Software Solutions successfully supported KKV Tea and Coffee Pvt. Ltd. in implementing Zoho Mail while addressing the complexities of managing Google and Zoho email environments together. The project involved email transfer activities and split routing configuration to support the required mail flow across both platforms.

By addressing the client's dual-server requirements, EVA delivered an implementation aligned with its email management needs. The project demonstrates EVA's capability to handle Zoho Mail implementations involving migration coordination, split routing, and multi-platform email coexistence.

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