



Eva Spies  
Delivery Lead, Jimdo

“ audriga fits to Jimdo's mission, which is all about empowering every internet user to build and maintain their own website, irrespective of technical background knowledge. Enabling our users to realize their project and to have an awesome user experience are our main priorities. audriga helps us to deliver that. Managing a website, many of our customers also tend to think about their domain and email setup - complex topics - which yield plenty of support requests. We plan to use audriga's AutoConfig solution to guide our customers smoothly through the setup process.



Sander Cruiming  
Founder, XXL Webhosting

“ We use audriga's migration and onboarding service to transfer email and groupware data for customers switching to our service. Currently, it is a particular challenge for us to keep documentation for various different email clients up-to-date. To provide the best onboarding experience, we work with audriga to guide users reconfiguring their email clients after migration. By integrating the audriga email client AutoConfig solution, which includes personalized and high-quality screenshot guides in different languages, we will be able to deliver the premium user experience we strive for.



## EMAIL CLIENT AUTOCONFIG

audriga is a globally recognized expert in email, groupware, and storage migration. We support hosters and telcos of all sizes with white-label self-service customer onboarding and large-scale multimillion account platform migrations. audriga can migrate nearly any kind of data such as files, emails, contacts, calendars, account settings and rules between virtually any type of system.



**Personalized  
screenshot guides**  
In any language - always  
up-to-date



**Automatic configuration**  
One-click setup for Apple  
devices



**Seamless integration**  
Into your control panel or  
webmail

## PREMIUM CUSTOMER EXPERIENCE FOR END USERS

The AutoConfig tool automatically guides a user to the simplest possible configuration workflow based on her email address and device. Screenshots dynamically adapt to the user's particular settings, so that following the setup guide is less error prone and much more convenient.

## ANY EMAIL CLIENT - ANY LANGUAGE

AutoConfig includes high-quality screenshot guides for the most popular email clients, always up-to-date and available in various languages. Guides for additional email clients and even less common languages can be added upon request.

## AUTODISCOVER AND AUTOCONFIGURATION

AutoConfig provides one-click setup for Apple devices and Apple Mail on Mac. For other devices and email clients, our solution supports all relevant standards such as Outlook/ActiveSync Autodiscover and Thunderbird Autoconfiguration. We can even ensure that Autodiscover works in decentral and hybrid (split domain) hosting setups.

The email client landscape is constantly changing. Almost every month, one of the most commonly used email clients receives a major update.



# CONFIGURATION MADE EASY THE SIMPLEST WAY TO SETUP YOUR NEW EMAIL



## PREMIUM DOCUMENTATION WITH LESS EFFORT

Creating and maintaining lots of customer support documents in different languages is a major pain for service providers, given frequent updates of popular email clients. AutoConfig helps to reduce cost and effort to maintain documentation. At the same time, our solution provides frequent updates and a higher level of quality, including setup guides personalized to users. This will decrease support requests caused by outdated documentation and increase customer satisfaction.

## SIMPLE INTEGRATION INTO SUPPORT WORKFLOWS

AutoConfig can serve as a high-quality single source for all client configuration purposes. It can be easily embedded into your helpdesk. Using customized URLs, you can create pre-configured and personalized configuration guides, for your control panel, welcome emails or other kinds of customer communication. Widgets for including the configuration guides into popular webmail interfaces will automatically derive the correct user settings from the underlying email platform.

