

CASE STUDY

Aspose.Words Competitive Upgrade Case Study

comgem | people
inspired

Competitive analysis against Aspose.Words

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About Comgem

Comgem is a web development company and application service provider who delivers a range of application services including Email Marketing, Ecommerce and Customer Relationship Management system

Problem

As part of our CRM we have integrated a mail merge facility that will allow users to merge custom datasets with Microsoft Word documents. With our previous supplier we were encountering strange behavior when trying to create items such as labels with different text on each label rather than batch labels.

We were also encountering server errors due to the component when running large mail merges (i.e. a few thousand records). As customer databases were expanding this obviously presented an issue and as such we needed to identify an alternative solution.

Solution

After performing a search for mail merge functionality we identified Aspose as a realistic contender. Having downloaded a trial we were surprised, not only by the quick support (provided freely), but also the capabilities of the product. It was quick and extremely easy to integrate into our code base, but most importantly delivered the results that we needed. We are now 100% confident in rolling out this functionality to our customers and know that we have an extremely scalable and stable mail merge functionality.

Figure 1: Uploading a mail merge

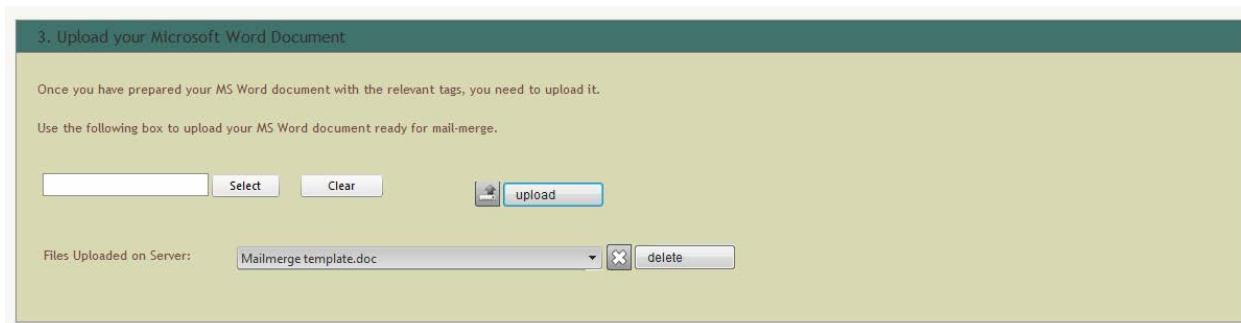


Figure 2: Performing a mail merge

Home	Groups	Contacts	Services	Orders	Mail Merge	Reports										
+ Quick Group Search																
+ Quick Contact Search																
+ Recent History																
					Title	Description	Log Activity	Total Added	Created Date	Datasource	Last Run	View Config	Refresh Merge	Download		
					Test	qtest	True	0	26/03/2010		15/08/2010	Config				
					monthly letter	Monthly letter	False	73	26/03/2010		06/04/2010	Config				
					cardiff comp letter 2010 hollie	12.07.2010	False	0	12/07/2010		01/01/0001	Config				
					cardiff comp letter 2010 hollie	12.07.2010	False	0	12/07/2010		01/01/0001	Config				
					Mail Merge	info here	False	13	01/09/2010	Sam	01/09/2010	Config				
					Mail merge 2	Test	False	2	01/09/2010	Attard	01/09/2010	Config				

Experience

Finding a Solution

We did look at other products, but it was the features offered by Aspose that attracted us along with the fantastic support.

Implementation

The implementation was effortless and only took four hours, in comparison to days trying to identify issues with the previous supplier. When buying in components, you always assume that the components are working and this naturally makes you believe the issue is with your code. With Aspose it worked the first time, and has worked every time since.

Outcome

We now have a working mail merge facility, that has exceeded our requirement and provides enhanced performance as well as feature rich capabilities all out of the box.

Next Steps

We would recommend switching to Aspose. We were extremely apprehensive to begin with; however with their support behind you can be sure the transition will be a smooth and painless process.

Summary

We've always heard good things about Aspose and these recommendations have been met. Even though they are slightly more expensive than other companies, this additional cost is saved with the time to implementation and their proactive support mechanisms.

Contact

For more information on this case study and to request details on the customer's previous supplier please [contact us](#).