



INDUSTRY

China Unicom offers mobile and data communications services for 30 provinces, municipalities and autonomous regions in the People's Republic of China (PRC). China Unicom is one of only two mobile telecommunications operators to offer cellular service in the PRC. With more than 91.5 million mobile subscribers, the Company is ranked as the third largest mobile telecommunications operator in the world.

China Unicom operates under the business philosophy of "integrated development with focus on the cellular business; coordinated efforts in developing the differentiated operation of the two networks; priority on efficiency and profitability to increase their scale and strength." China Unicom is committed to building the company as a world-class telecommunications operator.

CommuniGate Pro at China Unicom— Maneuvering Through High-Traffic Email

CHALLENGE

With a large and diverse customer base, China Unicom requires a proven and dependable messaging solution that can handle high-traffic volume. Before ultimately choosing CommuniGate Pro, China Unicom deployed Tornado Development's Unified Messaging Software along with Sun Microsystem's Solaris servers. This system proved to be costly and problematic for China Unicom. IT administrators endured a painful experience with customization and faced difficult problems with Chinese support. In addition to concerns that many of their messaging requirements could not be met, China Unicom was also concerned about the stability of the company they used for their messaging system.

A messaging system from a stable and reputable company needed to:

- Support future growth
- Keep integration and customization simple
- Maintain a low price to performance ratio
- Include reliable and responsive technical support and customer service

SOLUTION

China Unicom needed a high-performance, scalable solution that would allow them to keep costs low and support future growth. An award-winning, feature-rich messaging platform, CommuniGate Pro proved to be the ideal solution for China Unicom.

CommuniGate Pro is highly-scalable and offers flexible architecture choices, from single server implementations with proven history of supporting tens of thousands of users, to multi-server clusters successfully powering Tier1 ISP's, such as China Unicom. The CommuniGate Pro Dynamic Cluster technology enables support for an unlimited number of users with a 99.999% availability. In addition, the multi-tier architecture functions as a single messaging system. Even in the event that several servers in the system fail, access to all accounts is still available as long as one server is functional.

"With so many users and high volumes of traffic, high-availability is a must. Downtime has become nearly non-existent since we installed CommuniGate Pro and its Dynamic Cluster technology," says Hu Xiao Lin, Manager of Data Services at China Unicom.

Able to support 30 OS/hardware combinations, CommuniGate Pro utilizes existing infrastructure to keep integration simple. Standards-based message protocols (POP, IMPA, HTTP and SMTP) also allow China Unicom to support the needs of their varied customers.

In addition to CommuniGate Systems' innovative technology, China Unicom was attracted to the stability and reputation of the company. With more than 115 million active users, CommuniGate Systems leads the way in the development of most scalable high-end Internet Communications solution.

ARCHITECTURE

Set up with Intel servers and Linux, the China Unicom Dynamic Cluster configuration is designed to meet the toughest requirements of speed and scalability. They also integrate third-party applications including SMS alert, SMS registration, Text-to-Speech, Back-end OSS and WAP mail.

As their customer base and system grows, China Unicom plans to add servers as necessary. Also, plans are already in place to utilize the MAPI connector and Groupware features.

BENEFITS

For China Unicom, the deployment of CommuniGate Pro resulted in unmatched scalability, a low-cost/high-performance ratio and a future-proof solution.

"To build the company as a world-class telecommunications operator, China Unicom relies on advanced technology such as CommuniGate Systems' CommuniGate Pro to satisfy our growing base of customers and ensure our system runs smoothly. The scalability and performance of CommuniGate Systems' messaging solution is certainly unrivaled by competing vendors," Lin adds.



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