CommuniGate
SYSTEMS

INDUSTRY

Founeded in 1996 in Saudi Arabia, Nesma Internet Network offers business class broadband connectivity, networking services, and wireless connectivity solutions to: residential, commercial, and industrial sectors, as well as various government agencies across the Middle-East. Nesma Internet's success stems from the visions of personalizing customer support with an advanced Internet Data Center and integrated networks. Nesma Internet was built counting on the resources of multiple international hardware and software suppliers to insure the best state of the art networking solutions for their customers.

Nesma Networks upgrades their communications solution to CommuniGate Pro

CHALLENGE

Nesma was using a locally developed Communications Solution prior to inquiring about CommuniGate Pro. They faced problems that no Networking company should, including: frequent downtimes resulting in consumer unrest, software limitations, expensive site licenses, complications with the Administrative Interface, lack of next-generation features, and on top of it all, their implemented communications software was not able to process massive quantities of data. Nesma needed a highly-scalable communications package that was: stable, feature rich, and easily able to integrate on to their existing hardware solution.

SOLUTION

After a consultation with Bulwark Technologies, a CommuniGate Systems partner, Nesma Internet decided to implement CommuniGate Pro as their new communications server.

Now, Nesma Internet provides stable, secure mail services with the widest array of features to their local clients thanks in part to CommuniGate Pro. Nesma has two different classifications of their clients, residential and commercial. Their residential end users faced frequent downtime, and needed a secure

and stable solution. Since Nesma has implemented CommuniGate Pro, "Our residential end-users now have web and pop access to their mail over a trusted network with integrated anti-spam and anti-virus features," said Shadi Al-Kayyali, Systems Engineer at Nesma Internet.

Business users: from small 1 man operations, to large companies who lack the proper IT staff benefit from CommuniGate Pro as well. Nesma's primary interest lies in electronic communications, and they take full advantage of the wide array of built-in features CommuniGate Pro has to offer including: "POP, IMAP, Web-mail, Calendaring, Content Filtering, Anti Spam, Anti-Virus and various customizable rules. We currently have 20,000 accounts deployed on over 275 domains, and yet CommuniGate Pro is performing soundly even with a huge load of daily messages and calls. The software is very small, but very robust, and very easy to manage and control. We have not experienced software or hardware limitations since migrating to CommuniGate Pro."

SYSTEM ARCHITECTURE

Nesma Internet Networks runs CommuniGate Pro in a Dynamic Cluster with front-end and back-end servers on Dell equipment with dual Intel Xeon processors running at 3.4 GHz, with 4gb of RAM. Nesma leverages a fiber-optic connected SAN storage system which holds all the end-user data for 99.999% uptime. CommuniGate Pro runs on every major platform and operating system, so if Nesma chooses to upgrade their technology in the future, they are not limited in their choices by their Communications Solution.

BENEFITS

As a large-scale telecommunications company, Nesma and their customers can easily see the benefits of deploying CommuniGate Pro. CommuniGate Pro provides Nesma with a stable and secure unified-communications platform. Quality of service has been at an all time high, and user complaints have almost ceased to exist. Any questions that Nesma does have regarding CommuniGate Pro are quickly answered through mutual communication via CommuniGate Systems Technical Support staff.

Nesma also relishes in the fact that CommuniGate Pro continuously strives to be the fore-runner of Internet Communications, constantly incorporating new technology to keep up with their customers needs and requests. In the near future, Nesma will be implementing the Pronto! interface and will provide it as a service for it's clients once it is fully customizable. Mr. Al-Kayyali concludes, "I believe that applications like Pronto! are the next logical step in the communications industry. When users have a proper grasp of the flexibility and power Pronto! provides them, this flash-based client will be the basis for all forms of unified communications for years to come."

655 Redwood Hwy Suite 275
Mill Valley, CA 94941
T 800 262 4722
F 415 383 7461

CommuniGate
SYSTEMS

www.communigate.com