

12/07

**INDUSTRY**

The Crystal Geyser Water Company is a well established, premier bottler of sparkling mineral water, naturally sweetened sparkling fruit juice drinks, and premium bottled iced teas. Their uniquely positioned products are distributed throughout the Western United States. Crystal Geyser is a privately held company. Founded in 1977, Crystal Geyser has expanded their offices and bottling facilities to several cities across the country.

CHALLENGE**CommuniGate Pro is the unified communications solution that Crystal Geyser was looking for**

Before switching services to CommuniGate Pro, Crystal Geyser was using Microsoft Exchange to handle their electronic communications. Unfortunately, this product was very difficult to administer and maintain, especially at multiple locations throughout the United States. They were also experiencing major stability issues with Exchange and the need for a reliable communications platform was something Crystal Geyser employees required. Above all else, the technicians at Crystal Geyser were experiencing frequently corrupted databases, making it very hard for end-users to retrieve and send voice/e-mail. All this made them look for a new solution, something that would easily handle their day to day communications.

SOLUTION

CommuniGate Pro is exactly the unified communications solution that Crystal Geyser was looking for. After a strong recommendation from Ofer Tenenbaum of PNC networks, Crystal Geyser switched solutions under the guidance of their director of information services, Mr. Eggy Preuss. The results have been exceptional for their company. While there are numerous benefits to implementing CommuniGate Pro, Crystal Geyser simply needed a basic mail server that didn't require hours and hours of maintenance. Mr. Preuss adds, "Our old Exchange server used to crash every couple of weeks. We couldn't handle the constant downtime, and after looking into CommuniGate Systems solutions, we found a simple straight forward solution that has been running flawlessly since we first installed the application on our servers."

SYSTEM ARCHITECTURE

There are many different operating systems being used by various end-users at Crystal Geyser. CommuniGate Pro performs smoothly across all of them. Crystal Geyser currently runs CommuniGate Pro on a Linux Virtual machine running within a Windows 2003 Dell server with Dual Xeon processors. They have 210gb of storage space with 2gb of RAM to power their daily communications.

BENEFITS

Crystal Geyser is more than happy with the functionality and reliability of CommuniGate Pro. "The software itself has performed flawlessly. Our experience with the CommuniGate Systems technical support team has been limited to informational request only. They have always been prompt in their replies, allowing our day to day communications to flow with little intervention. Our end-users haven't complained about downtime or connectivity issues since the implementation."

CommuniGate Systems provides a strong, scalable and secure internet communications solution, that has been independently tested and has a proven 99.999% uptime, and as it turned out, CommuniGate Pro was much robust than they anticipated. "By implementing CommuniGate Pro, we got a reliable scalable mail server. This was a major accomplishment for us. The fact that CommuniGate Pro also offers a long list of other features from groupware, Instant Messaging to VoIP, that can be used in conjunction with the mail server to enhance our infrastructure down the line is a very pleasant surprise, and one we are sure to exploit in the coming months," stated Mr. Preuss.

