

## **Strengthen Taipei Government Network Through Robust Messaging System**

“Openfind Mail2000 Messaging System provides an easy-to-use web interface and complete email solutions, helping the Taipei City Government in the integration of its highly complex email communication environment. The result is a reliable and high-quality email service.”

*Information Management Center, Taipei City Government*

### **Background**

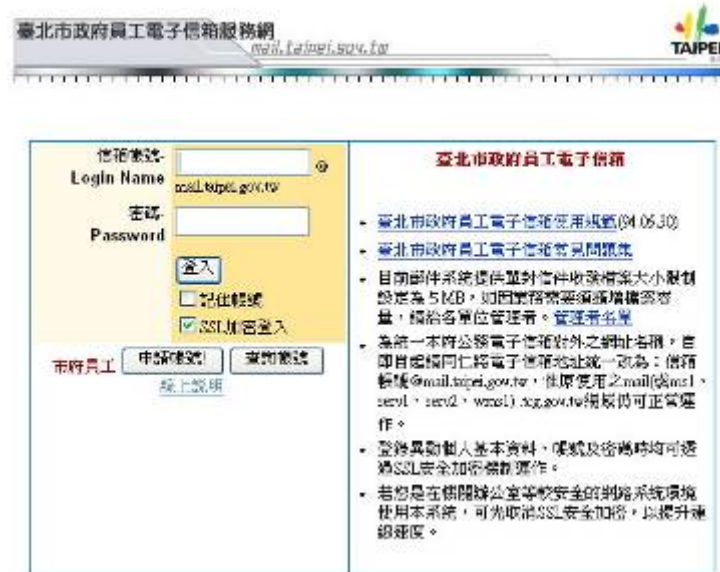
#### **Implement Email System as Critical Infrastructure**

In order to enhance the efficiency of public administration and improve services for citizens, the Taipei City Government in March 2006 changed its Electronic Data Processing Center into the Information Management Center. After that, the Information Management Center has continued to carry out key tasks such as the digitalization of different city government agencies, office automation, the establishment of a city government information network and databases as well as the enhancement of information sharing. The center has been a driving force for the planning and implementation of the Taipei City Government IT system.

Planning Division at the Information Management Center is responsible for the overall promotion of city government information systems, review of IT projects and budgets, supervision of computer performance, provision of services on the Taipei City Government websites and training for information education programs.

At present, more than 80,000 employees are in all the agencies of the Taipei City Government. If the number of schoolteachers, faculties and parents of students is excluded, there are still 50,000 employees in the administrative agencies who should be served by the Taipei City Government email system. Currently, city government email servers support approximately 20,000 employees, and the number is steadily increasing each year. The email servers handle a volume of 300,000-400,000 emails on an average day. As there is a shortage of IT professionals in government agencies

while city government networks have been attacked by hackers in recent years, the Information Management Center is planning to centralize the management and maintenance of email systems throughout the Taipei City Government over the next three years. Centralization will save costs associated with individual procurement of hardware and software, reduce required manpower and time and eliminate threats to information security.



Snapshot for Taipei City Government Email System Login Page

## Pre-Implementation Issues

### Limited Functionality and Massive Spam Outbreak

By 1994, the city government introduced an email system offered by a BBS provider and later developed it into a multimedia email system. However, as email has become ubiquitous as a communications medium for citizen services and keep in touch with government agencies, the problems of unfriendly user-interfaces and increasing spam have gradually surfaced. On the moment, the existing system was no longer able to provide users a convenient and stable environment for email retrieval. After sophisticated consideration and evaluation, the Information Management Center decided to appoint its Planning Division to select an email system for the city government.

## Evaluation

### Mail2000 - Above and Beyond Professional

In order to select an appropriate email solution, the Information Management Center started to collect information from the market on email system software. Since the Taipei City Government has highly complex email system and greatly emphasized on maintenance, the professional services and supports were the key criteria for competitor benchmarking. The two email system vendors on the shortlist were Openfind Mail2000 Messaging System and Microsoft Exchange Server; both are prominent leaders of highly reputable messaging solutions.

In the subsequent selection process, the technical team of Mail2000 worked closely with the Information Management Center. The team demonstrated excellent customization capabilities by offering an email system that best suited the Taipei City Government. Apart from its advantages in professional services, Mail2000 also was available for a reasonable price, and bundled hardware came at an affordable cost, so the Information Management Center could maximize benefits from their limited budget. After giving the software high scores in all aspects, the Taipei City Government eventually chose Mail2000 as the best-quality email system for its employees.

As a prerequisite of customization and integration, the implementation process was extremely challenging given. The Mail2000 technical team was always enthusiastic in providing service and was constantly in close contact with the client by providing all kinds of professional advice. Once the features and specifications were confirmed, the technical team



User interface of an employee's

immediately started the development and integration of customized functions and the planning of data migration from the old system to the new one. During this period, the technical team won praise from the personnel of the Information Management Center for their professionalism and enthusiasm. This has become a strong foundation for

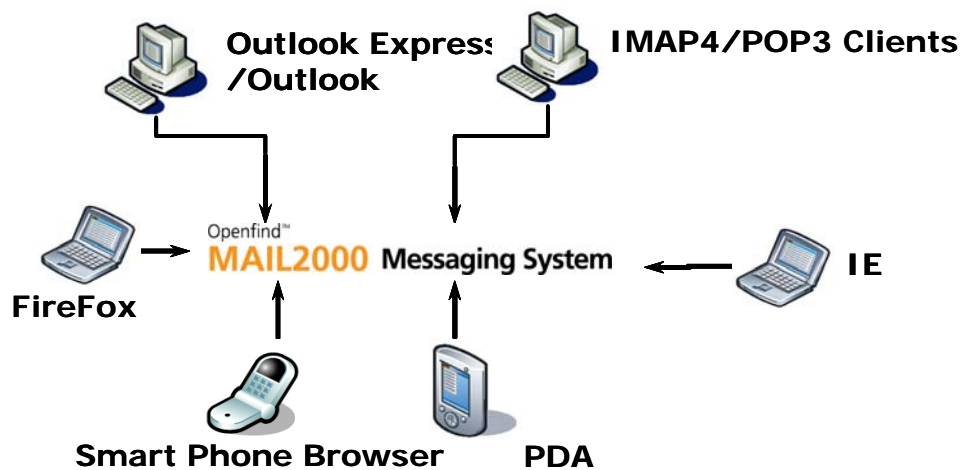
future cooperation on a long-term basis.

## Benefits

### Satisfy the Demands of Escalating Requirements

Mail2000 provides comprehensive WebMail functions and makes it easier for the Taipei City Government employees to serve citizens and carry out daily communications. Senior officials can also access email via WebMail interface any time even on business trips, dramatically facilitating decision making and boosting productivity. In summary, the new system has significantly enhanced the efficiency of operations and communications among employees throughout the city government.

According to an internal survey conducted by the Information Management Center, as many as 50% of the Taipei City Government employees have become accustomed to using Mail2000 due to its friendly user interface and comprehensive features. The Information Management Center was very impressed with such high acceptance.



[Mail2000 offers a variety of access interfaces](#)

For the Information Management Center, which implemented the system, the benefits are even greater. Mail2000 also fits the escalating requirements for high performance associated with ultra large scale volume and size of accounts. Moreover, the

centralization of email system management throughout the Taipei City Government has effectively prevents security breeches. With Mail2000 in place and strong support from its experienced service team, the Taipei City Government can ensure secure data sharing, interoperability among different systems while improving the quality of service provided to its citizens and dispersed employees.

### User Profile



Taipei City Government was established in 1945. Facing the challenge of growing international competition, the government has adopted forward-looking policies to give the city a facelift, placing emphasis on its wealth of natural beauty and industrial achievements. More information, please visit :<http://www.taipei.gov.tw>