

USA.NET® Customer Profile



STUDY: USA.NET PROVIDES HOSTED EMAIL TO UNITED AIRLINES® PILOTS AND FLIGHT ATTENDANTS WORLDWIDE

USA.NET®
Global eMessaging

You run your business. We'll run your eMessaging.™

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BACKGROUND

United Airlines (UAL) is the second largest air carrier in the world. With hubs in Chicago, Denver, Los Angeles, San Francisco and Washington, D.C., and key international gateways in Tokyo, London, Frankfurt, Miami and Toronto, United flies to more than 109 destinations in 23 countries. United's 65,000-plus employees worldwide bring people together safely, conveniently and efficiently more than 1,800 times a day. United's customers also enjoy access to more than 700 destinations around the world through Star Alliance™, the leading global airline network.

PROBLEM

United Airlines used an in-house HP OpenMail™ platform to provide email for its corporate staff, as well as for its pilots and flight attendants. With more than 32,000 pilots and flight attendants using email, supporting UAL's eMessaging infrastructure placed a heavy burden on the company. UAL was seeking a reliable, globally accessible email solution for its pilots and flight attendants, while the balance of the corporate staff remained on the in-house HP OpenMail platform.

SOLUTION

UAL evaluated several email providers and found that the USA.NET hosted Microsoft Exchange solution had the most to offer. Because pilots and flight attendants need to access their email from the Web both at home and on the road, UAL required a provider that let UAL employees access their email anytime, anywhere. USA.NET's ability to accommodate virtually all email protocols was a critical decision factor for

UAL. Furthermore, UAL field personnel needed to have quality customer support available to them on a 24 x 7 basis. The already over-burdened internal IT staff required a solution that would allow for simple provisioning as well as reliable ongoing support. In addition, the solution for pilots and flight attendants *must* integrate with the corporate email system. On all points, USA.NET was the clear choice.

USA.NET designed a mail routing strategy that would enable United's staff to be distributed across both USA.NET's systems and United's systems. USA.NET also implemented an automated directory synchronization process that performed user updates, additions and deletions. Early in 2002, USA.NET conducted a flash-cut migration of 32,000 users and all email data via an IMAP-based migration to USA.NET hosted Microsoft Exchange. The data transfers were completed in a weekend.

RESULTS

During 2003, United Airlines made the decision to migrate all its corporate users to USA.NET's hosted Exchange solution and decommission the existing in-house HP OpenMail systems. USA.NET and United outlined a migration strategy to complete the transition of the remaining users. USA.NET is currently deploying its Exchange 2003 solution for United and has begun migrating users in a phased approach to the new solution, completing the engagement mid-2004.