



#### CHINA POST

The official postal service of the People's Republic of China

**Industry:** Logistics  
**Geography:** China

#### Deployment Summary

- China Post Express Mail Service deployed TIBCO enterprise service bus (ESB) technology to build a nationwide postal service processing platform that supports the processing of 500,000 packages every day.
- The platform integrates systems all over the country, including more than 140 branch office systems, the state's central system, a data warehouse, and a mail query system. At peak capacity, the ESB platform processes 1,000 messages per second.
- China Post has also deployed TIBCO ESB technology in other vertical service units, which include the business mail system, directory system, logistics system, and metering system.

#### Benefits

- The TIBCO ESB has integrated channels and standardized services for the Express Mail Service business. It encapsulates services and creates standard interfaces for the applications tied into the state bureau back-end system.
- The platform responds in a uniform manner to service requests from various Express Mail Service channels, ensuring a consistent customer experience for users and improved Express Mail Service customer service.
- The platform has modernized information management for China Post, improved the postal express delivery service level, significantly improved operational effectiveness, and helped increase market share.



“The TIBCO-based integrated processing platform has modernized information management for China Post Express Mail Service. It has improved the postal express delivery service level, significantly improved operational effectiveness, and helped increase market share for China Post.”

**Tina Tang, Marketing Director, TEAMSUN**



## Integrating Systems and Improving Operational Effectiveness

China Post is a government-owned enterprise responsible for regulation of the national postal industry and management of national postal enterprises. The company's express mail service serves more than 200 countries and regions and 2000 domestic cities. It is operated by China Courier Service Corporation, a wholly owned subsidiary of China Post.

#### TIBCO stands out in the selection process

To further develop its postal express delivery service, align itself with trends in the international express industry, and enhance the competitiveness of China Post Express Mail Service, China Courier Service Corporation began planning for construction of an integrated information processing platform in 2005, in partnership with TEAMSUN, a leading IT service organization. System architects designed the new platform to be based on a closed-loop information collection and production process, with the goal being to enable the corporation to track mail in real time as it moved through the delivery process.

To deal with the complexity of application integration in the China Post IT environment, they decided to adopt enterprise service bus (ESB) technology as the infrastructure to support the Express Mail Service processing platform. The bureau and TEAMSUN evaluated several ESB

offerings and selected TIBCO because it stood out in the following four areas.

- **Performance:** During the proof-of-concept process, each component of the TIBCO ESB, such as the messaging middleware and the automation process engine, demonstrated much better performance than other suppliers' products.
- **High availability:** With a flexible, highly available configuration and many enterprise-level references, the TIBCO ESB established itself as a proven, reliable solution.
- **Platform neutrality:** TIBCO fits in the cross-platform heterogeneous IT environment inherited from China Post. It provides a completely neutral integration scheme for all legacy systems.
- **Easy to develop:** The programming features of the TIBCO platform greatly reduce the workload of development teams and improve the quality of applications developed.

#### Integration improves express delivery service

With the combined efforts of the development team from TEAMSUN and the support of TIBCO Professional Services Group, the China Post Express Mail Service processing platform based on TIBCO ESB went live in the second half of 2006. It supports the processing of 500,000 packages every day for the

China Post Express Mail Service. Using JMS messaging and web service technologies, the platform consolidates China Post systems from all over the country, including over 140 electronic branch office systems, the central operating system, a data warehouse, and mail query systems. The platform's peak message-processing capacity reaches 1,000 messages per second.

The TIBCO ESB has integrated channels and standardized services for the Express Mail Service business. TIBCO ESB encapsulates services and creates standard interfaces for the applications tied into the state bureau back-end system. TIBCO ESB has implemented the channel consolidation and service standardization for the Express Mail Service business. With the TIBCO ESB, standard service encapsulation is performed for the application interfaces provided by the state bureau background system. Service orchestration also enables China Post to reuse and combine services. In the re-engineered system, services are deployed in a unified manner and respond to service access requests from various Express Mail Service channels, including post offices, call centers, SMS, and websites. In this way, it provides a consistent customer experience for the Express Mail Service users and improves the quality of customer service. For example, the unified service interface

provided by the TIBCO ESB platform enables postal staff to respond to tracking requests from different channels.

The Express Mail Service integrated processing platform, built in cooperation with TEAMSUN, has modernized information management for China Post Express Mail Service. It has improved the postal express delivery service level and significantly improved operational effectiveness of the postal system. The system has also helped increase market share for China Post and improved the core capability of the enterprise. In recognition of its effectiveness, the China Post Express Mail Service integrated processing platform was awarded a gold medal from the Universal Postal Union Express Mail Service Quality Certification in 2006.

The Express Mail Service processing platform has been in operation for nearly three years. Its success led China Post to also deploy TIBCO ESB technology in other vertical service units, which include the business mail system, directory system, logistics system, and metering system. The latter two systems will be implemented soon, at which time TIBCO ESB technology will be an integral part of the processing platforms for all postal services. China Post has plans to apply TIBCO ESB technology to its financial service operations as well.



Based on TEAMSUN's story about China Post and reproduced with their support.



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