



## Success Story

Server

# China UnionPay Merchant Services

To compete in an increasingly crowded marketplace, China UnionPay Merchant Services (CUMS) must offer services that customers can always trust and rely on. By choosing SUSE® Linux Enterprise Server and the SUSE Linux Enterprise High Availability Extension, UMS gained an ultra-stable platform for its core systems. Supporting non-stop services and employee productivity, the solutions have helped the company grow to ten times its original size in a decade.



### Overview

China UnionPay Merchant Services (CUMS) is a Chinese state-owned organization that offers bank card acceptance and integrated payment services. Established in 2002, UMS is headquartered in Shanghai, China.

### Challenge

UMS was one of the first non-banking organizations to offer bank card acceptance services in China, and has expanded rapidly since its inception.

Xiaojun Ge, Deputy General Manager of the Technology Department at UMS, said: "Our business has grown steadily over the last ten years; we now have over five million merchants and six million terminals across 337 prefecture-level cities."

As competitors began entering the marketplace, UMS came under more pressure

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#### XIAOJUN GE

Deputy General Manager of  
Technology Management Department  
China UnionPay Merchant Services

to deliver high-quality services, or risk losing market share. The organization turned its attention to its IT systems to ensure that it had the right foundation in place for continued success.

"Operating in the financial industry, we need IT solutions that we can rely on, so that our customers can rely on us in turn," said Xiaojun Ge. "When our business volumes were low, it was less important to have enterprise-class technology in place. But now that we are dealing with over ten million transactions each day, it is critical to ensure absolute stability for core IT systems."

### Solution

UMS made a strategic decision to consolidate from multiple operating systems to SUSE Linux Enterprise Server as its platform of choice.

"Our key selection criteria included stability and performance, and our research into the different offerings in the marketplace made us believe that SUSE Linux Enterprise Server could better deliver against these factors," said Xiaojun Ge. "The SUSE solution also offered a proven track record for large corporations, so we felt confident that it was the right choice for our growing organization."



### China UnionPay Merchant Services at a Glance:

Headquartered in Shanghai, China UnionPay Merchant Services provides bank card acceptance and integrated payment services.

#### ■ Industry and Location

Banking, China

#### ■ Products and Services

SUSE Linux Enterprise Server  
SUSE Linux Enterprise High Availability Extension

#### ■ Results

- + Supported tenfold company growth in ten years with consistent IT performance and stability
- + Contributed to employee productivity through ease of management
- + Met business needs via ongoing release of new capabilities

**“Compared to our previous solution, the SUSE Linux High Availability Extension provides much better high-availability capabilities, helping us meet our customers’ expectations for non-stop services.”**

**XIAOJUN GE**

*Deputy General Manager of Technology Management Department  
China UnionPay Merchant Services*

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Today, UMS runs SUSE Linux Enterprise Server across a combination of x86-based servers.

“We have now been using SUSE Linux Enterprise Server for more than ten years, and it has kept pace with the evolution of our technology strategy from mini-computers, to x86, and on to the cloud,” Xiaojun Ge said. “While our virtual environment is still relatively small, we expect major cost savings in the future.”

UMS also deployed the SUSE Linux Enterprise High Availability Extension to enable high availability of its servers.

“Compared to our previous solution, the SUSE Linux High Availability Extension provides much better high availability capabilities, helping us meet our customers’ expectations for non-stop services,” said Xiaojun Ge.

## Results

Offering high availability and low management requirements, the SUSE solution contributes to employee productivity at UMS.

Xiaojun Ge said: “Since deploying SUSE Linux Enterprise Server, we have not had to devote much labor time to managing the solution or resolving issues. By freeing our employees to focus on their core responsibilities rather than administrative tasks, the SUSE solution helps them bring more value to the business.”

In deploying SUSE Linux Enterprise Server, UMS gained the stable foundation for its services it needs to sustain growth.

“In ten years, we have grown to ten times our previous size, with SUSE Linux Enterprise Server supporting us along the way,” said Xiaojun Ge. “In all that time, we have had no significant issues with the solution. The support from SUSE is impressive; they are highly responsive and keep us informed of any new releases. As a result, we can continue to optimize the platform to ensure that we meet the changing requirements of the business.”

“SUSE Linux Enterprise Server has been at the center of our operations for years now, and we are happy to see the solution evolving in line with the needs of our organization.”



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