



About Customer

TeleMessage is transforming business communications with secure, compliant archiving for messages sent using popular messaging apps like WhatsApp and WeChat. Today, it is building a foundation to grow and keep shaping the future of mobile archiving.

www.telemessage.com

Geo

EMEA

Industry

Telecommunications

Solution Area

Modern Application Acceleration

Products in Use

Portworx® Enterprise

TeleMessage Enhances Security for Mobile Archiver and Messaging Product with Portworx

Employees are using their own devices and messaging apps like WhatsApp and WeChat to communicate at work and with customers, a trend that has only gained momentum in the era of hybrid working. TeleMessage’s archiving services help businesses to support the explosion of mobile messaging in the enterprise environment while securing their critical data and keeping up with the latest data protection regulations.

Combining Portworx storage and HashiCorp Vault’s key manager, TeleMessage built a secure and persistent encryption process in just three months that ticks every box for performance, data security, and regulatory compliance while putting minimal strain on its development team.

A Use Case for Secure Messaging for a Mobile World

With nearly half of businesses reporting a rise in BYOD, TeleMessage’s mobile communication archiving services have become indispensable. Enterprise customers can let

“With Portworx and HashiCorp we’ve gained the encryption and security, along with the cloud native storage performance and availability, we need with zero downtime and virtually no disruption to our team.”

YOSSI SHTEINGART,
OPERATIONS MANAGER

Impact on TeleMessage



Cloud-native Kubernetes storage puts zero strain on developers



Secure solution integrates with TeleMessage’s hosted environment



Robust encryption supports data regulations across geographies

Challenges



Migrate to cloud-native Kubernetes storage with zero downtime



Provide persistent encryption while meeting global regulatory standards



Implement new encryption processes without affecting existing systems

Results



Enhanced secure microservices architecture that scales with customer needs



Secure, redundant, and available storage meets I/O requirements



New storage live in just three months, with no downtime and minimal overhead

their employees communicate using their phones and messaging apps like WhatsApp and WeChat with the peace of mind that every message is secure and stored in a compliant way.

“Even bankers and traders share information over WhatsApp today, but that data must be archived responsibly,” says Operations Manager Yossi Shteingart. “Our two-stage archiving process encrypts and stores messaging data to the highest standard.”

Looking to enhance and scale up its archiving service for new enterprise customers, Shteingart enhanced TeleMessage’s data storage with Portworx. Combining Kubernetes storage with HashiCorp Vault’s key manager and implementation support from Terasky, the company is now on a clear growth trajectory.

Reliable Encryption with Zero Downtime

Customers expect 24/7 uptime from TeleMessage. In Portworx, Shteingart gained a completely reliable cloud-native storage solution that was implemented and managed without taxing his team.

Portworx also delivers new levels of redundancy to TeleMessage. The team uses Kafka as their queuing engine and Portworx for Kafka storage. The solutions work together seamlessly so that if a microservice or Docker image experiences a failure, there is no impact on TeleMessage’s services.

“We took a leap in running Portworx’s cloud-native storage on our private cloud environment, and the payoff has been greater than expected,” says Shteingart. “We have reduced our risk of downtime and failure, and we have redundancy in place on the off chance something goes wrong.”

In addition, Portworx helps TeleMessage meet specific security and compliance needs for different customers, from PCI DSS data loss prevention to industry-specific regulations like HIPAA in the healthcare sector.

Clearing the Road Ahead

In just three months, TeleMessage went live with the joint Portworx and HashiCorp solution. Best of all, there was no added burden on developers.

“When you’re driving down a road, you want it to be smooth and clear so you get to your destination quickly and free of hassle,” says Shteingart. “That’s what Portworx and HashiCorp deliver. We’ve gained all the functionality we need with zero downtime and virtually no disruption to our team.”

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