



Arcor AG & Co. KG
Eschborn, Germany
www.arcor.de

Industry:

Communications

Annual Revenue:

US\$3.24 billion

Employees:

3,735

Oracle Products & Services:

Oracle Application Server
Enterprise Edition
Oracle Database Enterprise
Edition
Oracle Real Application Clusters
Oracle Support

Oracle Partner:



GIP Exyr GmbH
www.gip.com

“The Xyna Service Factory based on Oracle Database, Oracle Real Application Clusters, and Oracle Application Server allowed us to optimize our provisioning times—which, ultimately, benefited our customers through faster order-processing times.” – Armin Lotz, Director of Service Configuration Systems, Arcor AG & Co. KG

Arcor AG & Co. KG Achieves Highly Flexible Service Provisioning and Ensures Data Availability

Arcor is the leading alternative telecommunications provider in the German fixed-network market. Through its nationwide voice and data network, Arcor provides a broad range of voice, internet, and data services for both individual and business customers. Its offerings include a triple-play solution—which bundles internet, telephony, and cable television for private customers.

Challenges

- Develop an efficient and highly flexible service infrastructure to facilitate provisioning for the company’s triple-play and other offerings
- Automate configuration of different network elements in the Arcor internet protocol (IP) network
- Enable self care and self provisioning capabilities
- Ensure transaction security, stability, failure safety, and high performance

Solutions

- Reduced provisioning times for IP services significantly and integrated new IP services into provisioning cycles rapidly with the Oracle-based Xyna Service Factory
- Introduced Xyna Service Factory in a geographically redundant cluster environment—which spanned two separate computer centers—to ensure 99.999% availability
- Ensured adherence to carrier-grade security requirements with an Oracle Application Server-based installation of Xyna Service Factory
- Established secure, highly-efficient order processing that excludes the possibility of order loss or duplicated work in the event of failures
- Ensured optimal utilization of available system resources through automatic load distribution in the cluster
- Integrated the system seamlessly into Arcor’s business-support-systems (BSS) and operational-support-systems (OSS) environment, expanding visibility and reducing IT costs