



Belgacom  
Brussels, Belgium  
www.belgacom.be

**Industry:**

Communications

**Annual Revenue:**

More than 1 billion

**Employees:**

17,000

**Oracle Products & Services:**

Oracle Database  
Oracle BPEL Process Manager

**Belgacom**

Belgacom is the leading telecommunications company in Belgium and a market leader in a number of areas, including retail and wholesale fixed-line telephony services, mobile communications services and broadband data, and internet services. In addition to its activities in Belgium, Belgacom provides voice and data connectivity and capacity services to telecommunications operators and service providers worldwide. The company estimates that it is ranked as the 11th largest operator worldwide in the international voice termination market in terms of traffic.

**Challenges**

- Proprietary systems did not support moving to SOA for standards compliance and handling reuse exceptions
- Needed improved insight into IT management for core business processes
- Management and administration was complicated by high volume of transactions, numerous steps required for each process, difficulties integrating heterogeneous systems, and unique handling requirements

**Solution**

- Deployed Oracle BPEL Process Manager, which runs more than 150 business process execution language (BPEL) processes and 15,000 transactions per day using Oracle databases, JBoss application servers, and proprietary and legacy systems
- Belgacom chose Oracle BPEL Process Manager because it was built from the ground up for BPEL processes and is 100% standards compliant, Oracle's long-term SOA vision and product and deployment support, and because the system is application-server agnostic
- Oracle BPEL Process Manager improved customer service through the ability to accept batch files from an FTP order management system and real-time processing of requests from customer service applications (via Web services)
- IT department is now able to track processes in real time for better customer support and has shortened time to execute activations/deactivations, thus lowering operating expenses
- Belgacom easily creates and reuses business processes to automate service offerings with Oracle BPEL Process Manager's standards based technology, shortening time-to-market for new services