



Entel Bolivia S.A.
La Paz, Bolivia
www.entel.bo

Industry:

Communications

Annual Revenue:

US\$341 million

Employees:

1,148

Oracle Products & Services:

Oracle Database Enterprise Edition
Oracle Warehouse Builder
Oracle Application Server Enterprise Edition
Oracle Real Application Clusters
Oracle Partitioning
Oracle Diagnostic Pack
Oracle Tuning Pack
Oracle Discoverer
Oracle University

“With a unified IT infrastructure made up of Oracle applications, Entel Bolivia has the capacity it needs. This robust and flexible IT platform enables us to guarantee high performance and business continuity, to satisfy our clients’ requirements.”

– Arnildo Cardozo Daza, Director of Infrastructure, Entel Bolivia S.A.

Entel Bolivia S.A. Achieves 99.99% System Availability with Unified IT Infrastructure

Entel Bolivia S.A., founded in 1965, is Bolivia’s telecommunications service leader. The company offers fixed and mobile telephone services, pre- and postpaid service, long distance service, data and satellite transmission services, broadband internet, and public and rural telephone service throughout the country.

Challenges

- Establish an IT infrastructure with unified, robust, reliable, highly available applications to integrate with and support the company’s existing applications
- Create a secure, high-availability information system to accelerate the time needed to process data and extend visibility throughout the organization
- Improve the operating efficiency of systems, including those for billing and payment to guarantee the high availability of telecommunications services to clients
- Optimize administration of databases, backups, and alerts

Solution

- Implemented a unified IT application infrastructure, achieving integration and optimizing communication with other existing Entel Bolivia applications
- Created a robust information system with Oracle Database Enterprise Edition, extending visibility of reliable, up-to-date business data throughout the organization
- Used Oracle Warehouse Builder to create a data warehouse, accelerating the time needed to load business information by 28% and facilitating strategic decision making
- Used Oracle Real Application Clusters to ensure 99.99% availability and optimal performance of critical pre- and postpaid mobile telephone systems
- Accelerated delivery time for problem alerts to the IT personnel, allowing for proactive maintenance of services
- Improved operational efficiency with Oracle Partitioning, accelerating the time needed to process billing and collection data by 40%
- Used Oracle University for timely applications training and installation, facilitating administration and optimal maintenance of the company’s IT platform