



Federal Commission of Electricity
Mexico City, Mexico
www.cfe.gob.mx

Industry:

Public Sector

Annual Revenue:

US\$16.7 billion

Employees:

80,000

Oracle Products & Services:

Oracle Database

“We conducted a database engine study for our operations and a public bidding process. Oracle turned out to be a good solution.” – Management ASARE (Administration of Solutions, Applications and Results), Federal Commission of Electricity

Federal Commission of Electricity Improves Database Response Time for 16,000 Users

The Federal Commission of Electricity (CFE) in Mexico generates, transmits, distributes and sells electric energy to 23.2 million customers—representing almost 80 million Mexicans. Today, CFE provides 127,621 towns with electricity and serves customers through 951 customer care offices. Customers can pay their bills any time of the day at one of the 1,636 CFEmático automatic tellers. CFE offers electric energy services for most of the country, with the exception of the Federal District and some villages nearby.

Challenges

- Replace a faulty, obsolete database with frequent failures
- Install a new scalable database, able to support the ERP SAP R/3 4.0b system
- Update technology platform to maximize use of installed hardware
- Increase system availability
- Improve response time of SAP system to end users

Solution

- Improved availability of SAP R/3 4.0b system and enabled integration with back-end system—thanks to the implementation of an Oracle Database certified for this SAP version
- Maximized hardware resources to use 90% of available memory—previously the memory utilization was 30%
- Reduced database size from 1.7 terabytes to 1.2 terabytes, offering better response time to 16,000 users, of which 4,500 work simultaneously
- Improved response time of financial transactions from 2 seconds to 300 milliseconds, on average
- Integrated all financial systems, some developed internally and others acquired, on a single database