



Fujian Province
Telecommunications Co., Ltd
Fujian, China
www.fjtelecom.com

Industry:

Communications

Annual Revenue:

More than 1.001 billion

Employees:

More than 10,000

Oracle Products & Services:

Oracle Database
Oracle Real Application Clusters
Oracle Advanced Customer Services
Oracle Premier Support

Implementor:

Oracle Support

“Our database system holds vital information such as customer and billing statistics and feeds data to our business applications. Engaging Oracle Advanced Customer Services to oversee our databases ensures they are operating at optimum capacity and any issues can be resolved before they affect our business.” – Jinhang, IT Manager

Fujian Telecom Optimizes Database Performance

Fujian Province Telecommunications Co., Ltd. (Fujian Telecom) is responsible for managing fixed telephony, data communications, network elements, and internet services within the Chinese province of Fujian. The company operates 69 branch companies and is a subsidiary of China Telecom Corporation.

Challenges

- Ensure 24/7 operation of critical database systems
- Optimize system performance
- Gain ability to adapt system to meet changing business needs

Solution

- Engaged Oracle Advanced Customer Services to oversee clustered database environment
- Optimized database performance and ensured high system availability through proactive maintenance and support
- Ensured swift resolution of urgent issues through 24-hour emergency response service
- Increased transaction processing capacity by spreading workload over multiple servers
- Reduced IT costs through more efficient use of existing hardware
- Supported future growth by developing system upgrade plans in consultation with Oracle technicians
- Gained knowledge to manage database environment from Oracle experts