



Warid Telecom
Lahore, Pakistan
www.waridtel.com

Industry:

Communications

Employees:

2,500

Oracle Products & Services:

Oracle Database
Oracle Real Application Clusters

Oracle Partner:



TechAccess Pakistan (Pvt) Ltd
www.techaccesspak.com

“Our billing system is a critical component of our business and any downtime will affect major areas such as capturing call details for billing, credit control monitoring, and customer service. With TechAccess’ help, we now have a stable, highly available database platform and are making maximum use of our servers.” – Shahid Saeed, Chief Information Officer

Warid Telecom Improves Performance and Availability with Help from TechAccess Pakistan

Lahore-based Warid Telecom began operations on May 23, 2005. Backed by the Abu Dhabi Group, one of the largest corporations in the Middle East and the single largest foreign investor in Pakistan, success came almost immediately to the telecommunications company. In less than a year, it built up a customer base of more than 9 million and now operates in over 110 cities across Pakistan.

Challenges

- Utilize an inactive second server on an existing two-node cluster to improve performance
- Ensure high availability for critical billing system
- Scale to accommodate business growth

Solution

- Engaged Oracle Certified Advantage Partner TechAccess Pakistan to help implement Oracle Real Application Clusters to ensure load balancing and high availability through failover
- Selected TechAccess Pakistan based on the partner’s integration expertise and in-depth understanding of business requirements gained on an earlier project
- Achieved installation and conversion to active two-node configuration in just one hour by creating a standby database to back up business data
- Improved performance and uptime of billing application by distributing workload across two servers
- Gained a scalable solution that can easily be expanded to cater for growing user numbers and new business areas
- Completed storage system refresh as part of Oracle implementation, moving 1.2TB of data to new Sun storage