

Interact Incorporated  
Lincoln, NE  
www.interactincorporated.com

**Industry:**

Communications

**Oracle Products & Services:**

Oracle TimesTen In-Memory Database  
Oracle Real Application Clusters

**“Leading service providers rely on our products to manage time-critical billing data, so we cannot tolerate bottlenecks and down time. With Oracle TimesTen In-Memory Database and Oracle Real Application Clusters, we gain a reliable, scalable, real-time data management foundation to better serve our customers.”**

– Ed McKee,  
Director of Applications,  
Interact Incorporated

**Interact Addresses Needs of Communications Service Providers with New Real-Time Billing Solution**

Interact Incorporated provides enterprises and operators in 28 countries with the premium hardware, software, tools, and support they need to introduce, enhance, and bill for voice/data service offerings. Interact also helps its customers open their environment to external systems to realize greater profit potential. Interact is recognized as one of the leanest, most quality-oriented forces in the communications industry.

**Challenges**

- Deliver a highly reliable, feature-rich, real-time billing system at a price point amenable to Tier 2 and Tier 3 communications service providers
- Streamline processing and eliminate bottlenecks between network-facing functions and the back-office function
- Accelerate time to market

**Solution**

- Implemented Oracle TimesTen In-Memory Database to manage all real-time subscriber billing, rating, and balance information
- Introduced InvigorateX, a real-time rating and management solution built on Linux-based hardware, Oracle TimesTen In-Memory Database, and Oracle Real-Application Clusters
- Created a standards-based and cost-effective platform that delivers superior performance, reliability, and platform flexibility for Tier 2 and Tier 3 providers
- Accelerated time to market and reduced costs by eliminating the need to build a custom in-memory data cache
- Ensured reliability and affordable scalability with Oracle Real Application Clusters