



# TELECOM OPTIMIZES IT ENVIRONMENT WITH MAINFRAME MIGRATION

## TELEFÔNICA

/// CASE STUDY



To optimize Telefônica's IT environment, EDS, an HP company, developed a strategic plan for migrating the company's mainframe environment to an EDS service management center (SMC). Ensuring minimal impact to customers, maximum IT performance, and round-the-clock support, EDS moved 31 terabytes of data and 1.5 tons of storage equipment, all in one holiday weekend.

### CLIENT PROFILE

[www.telefonica.com](http://www.telefonica.com)

Telefônica is the fifth-leading telecommunications provider in the world with nearly 195 million customers across Europe, Africa and Latin America.

#### Industry:

Communications, Media & Entertainment

**Headquarters:** Madrid, Spain

**Employees:** 225,879

#### Annual Revenue:

EURO 37.9 million

#### Business Needs Addressed:

Productivity  
Security

*"With EDS managing our IT infrastructure, our customers and staff enjoy 100 percent uptime and 24/7 support."*

José Carlos Barros de Miranda  
Superintendência I\*P  
Telefônica

### Telecom leader looked to outsourcing to improve focus on customers

The leading telecommunications operator in the Spanish- and Portuguese-speaking world, Telefônica manages a vast spectrum of mobile communications services throughout Europe and Latin America. To seal its success in a highly competitive market, the company wanted to cut costs and enhance customer service. As its IT outsourcing partner, EDS developed a comprehensive strategic plan to help Telefônica achieve both goals: migrating the company's mainframe IT environment to a nearby EDS SMC.

By moving and managing the company's mainframe infrastructure, EDS' IT outsourcing operations would free Telefônica's IT staff to focus on the company's core services while management focused on fueling future growth. A colossal challenge, EDS planned to migrate more than 31 terabytes of stored data and 1.5 tons of equipment from Telefônica's Data Center in Alphaville, Brazil, to the EDS SMC in São Bernardo do Campo, nearly 70 kilometers away - and accomplish the feat in less than three days.

### EDS' step-by-step transition protected Telefônica's critical data and equipment

Company leaders were understandably apprehensive about sending their data - the lifeblood of the company - on such a perilous journey. So the EDS team developed a detailed migration strategy, including a thorough contingency plan and risk management program, to assure Telefônica continuous system availability with no service interruptions throughout the migration. The move was then scheduled during a holiday weekend to minimize potential disruption to normal business activities.

## Services featured

- Managed Mainframe Services

*"Migrating Telefônica's IT environment represents a remarkable feat, which involved transitioning 31 terabytes of data and 1.5 tons of equipment to our SMC nearly 70 kilometers away, in only 52 hours."*

**Robson Ferrareze**  
Project Manager  
EDS

Here's how it worked. First, we shifted Telefônica's entire workload to a single mainframe server and rented additional disk storage frames to temporarily mirror the content of the company's disk drives. At the same time, we also updated the production disks. While the original environment continued operating on this mainframe server, we moved a second server to the EDS SMC, which was used to initialize the remote operations. Once the new system was online, we moved the original mainframe server and then migrated the updated production disks in the final phase. Now the EDS team was equipped to build the new IT environment in Telefônica's original IT model. For connectivity, we secured two gigabit Ethernet channels and four Escon channels, employing redundant routes, approaches and equipment to ensure communications continuity and clarity.

The mammoth move required 21 specialized trucks to transport the 1.5 tons of equipment along with a massive coordination of more than 250 EDS workers and suppliers, military highway police escorts and ambulances on 24-hour standby at both sites.

## EDS ensured zero service disruptions during 52-hour move

Scheduled to take three days, the migration was completed in only 52 hours with no disruptions to service. Now that its mainframe system is housed and hosted at EDS SMC, Telefônica customers and staff benefit from round-the-clock system availability backed by 24/7 support. What's more, the company has already realized significant IT cost savings since EDS migrated its mainframe system. Now free to focus on enhancing its customer service experience, Telefônica can aggressively capture customer opportunities and new technologies, as they emerge.

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