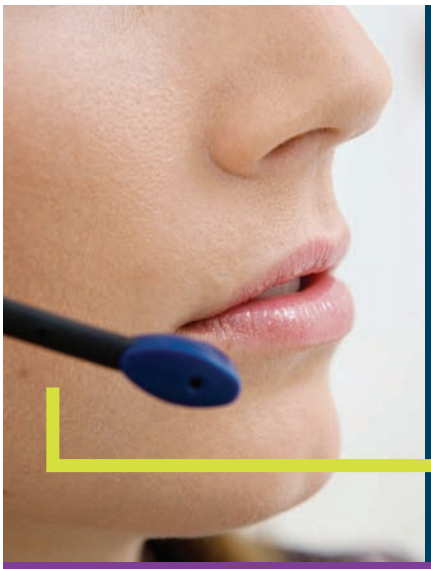

TELECOM DOUBLES CAPACITY AND ENSURES BUSINESS CONTINUITY

TELECOM NEW ZEALAND

/// CASE STUDY

EDS an HP company

When this telecommunications provider needed to upgrade its customer management application, it looked to long-standing IT partner EDS, an HP company, to make it happen. Today, Telecom users enjoy faster response times and shorter billing cycles.

CLIENT PROFILE

www.telecom.co.nz

New Zealand's largest company, Telecom New Zealand provides a full range of Internet, data, voice, mobile and fixed line calling services to customers across Australia and New Zealand.

Industry:
Communications, Media & Entertainment

Founded: 1987

Headquarters:
Wellington, New Zealand

Employees: 8,560

Business Needs Addressed:
Productivity
Growth

The revamped ICMS platform now performs better than ever and has shortened Telecom's billing cycles by 64 percent. Meanwhile, the system's internal response time has been reduced to 0.06 seconds during peak hours.

Telecom New Zealand sought optimised customer management system

As New Zealand's leading telecommunications provider, Telecom New Zealand (TNZ) connects almost every household and business in the country. The cornerstone of its operational environment is its Integrated Customer Management System (ICMS). This application brings together Telecom's customer database, fixed line provisioning, service order management, plant management and billing operations. It runs non-stop 24 hours a day, 365 days a year.

With more than 1,200 users initiating an average of 500,000 transactions an hour and processing almost 3 million accounts a month in the system, error and inefficiency cannot only cost money, but customers too.

Although ICMS had been performing well, it was quickly outgrowing its hardware platform due to ongoing application and data growth. Transaction processing and batch processing had slowed down significantly over time with forecasts projecting that the gradual degradation in performance would pose a serious threat to capacity if left unaddressed. In order to scale to meet the company's long-term business processing and disaster recovery needs, the entire platform had to be revamped. This included building a new remote backup system in Hamilton and then migrating all of the data from the old system in Auckland to Hamilton.

EDS launched two-year platform modernisation project

During the planning of the two-year, multi-million dollar upgrade programme, the team found that the complexity of the ICMS hardware and software environment necessitated a staged approach to protect critical data and ensure business continuity.

The best way to ensure the new platform would meet Telecom's growth and performance requirements was to test it exhaustively. After building a model of the proposed system in a U.S. laboratory, the team conducted a series of 69 tests over a period of five weeks. Satisfied with the system's performance, EDS moved testing from the U.S. laboratory to the live ICMS testing environment in New Zealand.

REFRESH ADDS STORAGE AND STABILITY

The modernisation project involved upgrading the ICMS platforms from two IBM iSeries 400 Model 840s to two IBM System i5™ 570s. The i5 570 machines have 12 Power5 processors with 10 of these activated and the remaining two on standby for Capacity on Demand. The system also has 96 gigabytes of memory with a third reserved for Capacity on Demand. Disk capacity is 9.2 terabytes per server, comprising 270 35GB internal disk drives.

Each of the towers housing the disk drives is connected via two separate 1GB per second High Speed Link loops to the processors. This provides redundancy in case of a link failure.

What's more, the ICMS database is fully mirrored between the primary and the backup servers using Maximum Availability's *noMAX solution.

Services featured

- Data Center Modernization Services
- Enterprise Application Hosting Services
- Server Management Services
- Web Hosting Services

After upgrading this testing environment to the new operating system, EDS tested 60 interfaces and 13 third-party applications. The team found one critical application to be incompatible with the new operating system necessitating a major application upgrade.

Next, EDS began full machine upgrades on the primary and backup servers. This involved progressively upgrading the disk, operating system and processors on the primary server while at the same time building a new backup server in Hamilton.

As part of this task, the team installed new disk towers alongside the old and migrated more than 1.5 terabytes of data to the new towers. By early March 2006, the required network connectivity between the Auckland and Hamilton data centers had been established and tested. And in just one weekend, the team cut over from the old backup system in Auckland to the new backup system in Hamilton with no disruption to daily business.

Last, EDS upgraded the ICMS operating system on the remaining ICMS Training and Development systems, successfully bringing the programme to a close.

Telecom New Zealand shortened billing cycles and reduced response time

With meticulous planning and teamwork, EDS completed the refresh project with no disruption to TNZ's user community or daily business while meeting all of Telecom's ICMS-related service level requirements.

The revamped ICMS platform now performs better than ever and has shortened Telecom's billing cycles by 64 percent. Meanwhile, the system's internal response time has been reduced to 0.06 seconds during peak hours.

As TNZ continues to connect more households and businesses across New Zealand, it can do so confident that its enhanced customer management platform can support its projected growth. Indeed, Telecom's new ICMS platform can handle more than twice the current workload. In addition, the system's new business continuity capabilities ensure all of the company's precious data and processes are protected.

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