Facing 37 to 84 percent annual growth, PT Excelcomindo Pratama (XL) turned to Symantec technology and services to achieve 99.99 percent availability, meet service level agreements (SLAs), reduce storage administration time by 50 percent, make backup 67 percent faster, and solve performance problems up to 88 percent faster. Payback on the solutions took just nine months.

Challenge

Indonesia is the world’s fourth most populous country. With 65 percent of its population under age 30, it’s no surprise that telecommunications services are growing fast.

XL, the third largest telecommunications company in Indonesia, has seen its 9.5 million subscriber base grow 84 percent and 37 percent in the past two years respectively.

Along with that growth, however, the average revenue per user (ARPU) has been decreasing. XL needs to keep services highly available and expand them—yet also reduce costs.

A key portion of XL’s revenue comes from services that allow customers to purchase rechargeable prepaid phone cards through XL outlets, ATMs, and call centers. These services are powered by solutions from a world-leading telecommunications billing and CRM solution provider

Solution

To support these key billing services, the XL team chose Veritas Storage Foundation™ (then Foundation Suite™) in 2002, and a few months later added Veritas Storage Foundation HA, a high availability solution combining Storage Foundation with Veritas Cluster Server. The team has also added Veritas Storage Foundation for Oracle RAC, which provides a single-system image across multiple hosts that simplifies the installation and ongoing management of the Oracle RAC database.

A key reason for choosing Symantec solutions was that testing and reputation convinced XL they would work well with its billing and CRM applications.
In 2003, the team purchased Symantec Indepth™ for Oracle. Indepth for Oracle enables XL to capture, measure, and correlate Oracle database performance metrics from all critical system components, and pinpoint database-related problems to solve them faster.

In 2004, the team chose Veritas NetBackup™ from Symantec to improve data protection. They also chose NetBackup Agent for Oracle to enable hot backup of XL's Oracle 8i database.

**Results**

Veritas Storage Foundation and Veritas Cluster Server are delivering 99.99 percent availability for critical billing services, enabling IT to meet its SLAs. The team is pleased. Further tuning is underway to reach the new availability target of 99.999 percent.

Because Veritas Storage Foundation HA automatically monitors system and application health, and fails over to secondary servers when necessary, an XL staff person who previously had to monitor this task manually is now available for more valuable work.

Because Veritas Storage Foundation streamlines storage management, storage administration hours have been reduced by 50 percent.

Facing a daily incremental backup of four to seven terabytes, XL called on Symantec Consulting Services to enhance its backup architecture and take advantage of Veritas NetBackup automation. As a result, the backup process is now 67 percent faster, completed in just 8 hours instead of 24. Only two administrators manage all backup tasks for the total data store of 90 TB, accommodating a 30 to 50 percent annual increase in data without needing additional staff help.

The new backup architecture recommended by Symantec Consulting Services enables XL to combine its Sun StorageTek L700 and L180 tape libraries into one large Sun StorageTek L8500 tape library, saving USD 180,000.

Symantec Indepth for Oracle helps the team diagnose and solve database-related performance problems up to 88 percent faster, reducing the roughly eight hours characteristically needed to find and fix a problem to one hour or less.

Given these benefits, the IT team calculates that 100 percent payback on Symantec solutions was achieved in nine months.

XL is currently evaluating Symantec solutions to support a remote disaster recovery data center now in the planning phase.

“Symantec Consulting Services streamlined our backup process so that it’s 67 percent faster, taking only 8 hours instead of 24. We use the extra time to run reports essential for better decision making.”

SB. Djatnika
Vice President of Information Technology
XL