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ORACLE

Mobile virtual network operator cuts telecom infrastructure costs in half, boosts customer experience, with move to Oracle Cloud

Challenges

This mobile virtual network operator (MVNO) offers telecom services throughout the U.S. with wireless services are sold exclusively through grocery stores nationwide. The company also serves communities by providing mobile phone service to eligible low-income customers with free monthly data, unlimited texting, and free monthly minutes – a unique offering in the industry.

A few years ago, facing a shift in demand for its telecom infrastructure, the company found itself with excess capacity at its midwest datacenter. Although the company looked at migrating its services to the cloud, executives weren't comfortable with the security and control offered by cloud providers. "At the time, it wasn't practical or feasible for our client to move to the cloud," said Andreas Katsaris, Senior Partner at Arisant. "But now that has changed." To justify the move, the telecom company needed to be sure that any new cloud platform provided industry-leading security. "Their customers need secure data from a platform they can trust," Katsaris says. The company also wanted a flexible platform that could work with multiple technologies and mixed workloads as well as rapidly provision new infrastructure services.

Costs were another important decision criteria as they looked to slash a large portion of the expenses it was incurring at its on-premise datacenter. Finally, during the transition to the cloud the company needed to ensure that its network remained available to its customers around the clock. "They have customers signing up every day and users need to add or 'top up' minutes on their phones," Katsaris says. "We had to minimize any downtime when we moved."

Solution

To choose the best cloud solution, the telecom company turned to Arisant, a trusted strategic and managed services partner that had worked with the company before to plan and implement several Oracle solutions, including Oracle Business Intelligence Enterprise Edition (OBIEE) and Oracle Exadata machines.

Arisant proposed Oracle Cloud Infrastructure (OCI) as a cost-effective alternative to the company's on-premise datacenter, offering a solution that was just as secure as the old facilities. Arisant had a lot to do with their decision to move to the cloud, including expertise with Oracle Cloud.

To ensure a seamless transition to OCI, Arisant examined the telecom company's database and applications, its network processing and architectural requirements, and a range of cost considerations. The move would call for a significant amount of planning and preparation in advance of migrating their large collection of databases and applications. With Arisant's help, the company was successful at selling the Oracle solution to its executive team, in large part due to OCI's big cost advantage over the company's existing on-premise datacenter.

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>
> Andreas Katsaris, Senior Partner, Arisant

Result

The move to Oracle Cloud was a clear success. The experts at Arisant walked their client through the migration experience and did all the heavy lifting. They had experienced cloud developers and DBAs working hands on with our environment, providing expert managed services and support.

The company's IT team reported "no hiccups" during the move, working closely with Arisant to oversee a seamless transition of a full range of storage, databases and applications. To deliver a great experience for its internal and external customers, the company needed to ensure that its infrastructure and services worked just as well — if not better — than its previous solution. And that is exactly what happened.

After moving to Oracle Cloud, the company immediately saw a huge reduction in costs. "We cut their datacenter bill in half!" Katsaris says. "I was looking for a 10% savings but it turned out to be less than half what they had been spending."

Service availability improved dramatically following the transition. While the company had experienced occasional outages at the old data center, there have been virtually no outages outages since moving to OCI. "With the old data center, they had a lot of downtime," Katsaris says. "With the migration to Oracle Cloud they've experienced practically zero downtime, and this has made a huge difference in customer satisfaction."

Network speed and performance have also improved, minimizing the wait time for customers who access their online accounts.

The cloud platform's easy expandability also helps the company quickly add capacity when needed, eliminating the six-month lead time needed to procure new servers for its previous on-premise facility.

Moreover, the job of provisioning and setting up new servers has gone from a matter of days to hours. With their previous datacenter, it would take days to chase down all the people needed — and it had to happen during business hours. Now, with Oracle Cloud and Arisant, the company can provision a new server the same day or overnight.

Finally, because the cloud environment takes fewer people to manage, the company is saving on IT overhead. "It used to take six to 10 people to make changes to the old system. Now they can manage OCI with just a couple people," Katsaris explains. What would the telecom company recommend for anyone pursuing a digital transformation in the Oracle Cloud? "Find an expert who really understands the Oracle architecture and who knows databases," their IT Director says. "We did it right and were fortunate to find a true expert that did the heavy lifting."

**Learn more at
arisant.com or call 303-330-4065**

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About Arisant
Arisant is a forward-thinking technology and professional services consulting firm that helps companies solve strategic and tactical business and technology challenges using Oracle solutions. We offer complete software lifecycle implementation services including application design and architecture, development, implementation and production support. From databases to m middleware and applications integration, to hardware acquisition and software licensing, Arisant helps you reduce the time and complexity of implementing and integrating large-scale Oracle solutions.

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Arisant understood the networking architecture of our legacy system as well as the networking architecture of the new environment, which ensured the move to OCI was handled correctly and seamlessly."

Andreas Katsaris, Senior Partner, Arisant

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