



Arcor AG & Co. KG  
Eschborn, Germany  
[www.arcor.de](http://www.arcor.de)

**Industry:**

Communications

**Annual Revenue:**

US\$3.24 billion

**Employees:**

3,735

**Oracle Products & Services:**

Oracle Application Server  
Enterprise Edition  
Oracle Database Enterprise  
Edition  
Oracle Real Application Clusters  
Oracle Support

**Oracle Partner:**



GIP Exyr GmbH  
[www.gip.com](http://www.gip.com)

**“The Xyna Service Factory based on Oracle Database, Oracle Real Application Clusters, and Oracle Application Server allowed us to optimize our provisioning times—which, ultimately, benefited our customers through faster order-processing times.”**

– Armin Lotz, Director of Service Configuration Systems, Arcor AG & Co. KG

**Arcor AG & Co. KG Achieves Highly Flexible Service Provisioning and Ensures Data Availability**

Arcor is the leading alternative telecommunications provider in the German fixed-network market. Through its nationwide voice and data network, Arcor provides a broad range of voice, internet, and data services for both individual and business customers. Its offerings include a triple-play solution—which bundles internet, telephony, and cable television for private customers.

**Challenges**

- Develop an efficient and highly flexible service infrastructure to facilitate provisioning for the company’s triple-play and other offerings
- Automate configuration of different network elements in the Arcor internet protocol (IP) network
- Enable self care and self provisioning capabilities
- Ensure transaction security, stability, failure safety, and high performance

**Solutions**

- Reduced provisioning times for IP services significantly and integrated new IP services into provisioning cycles rapidly with the Oracle-based Xyna Service Factory
- Introduced Xyna Service Factory in a geographically redundant cluster environment—which spanned two separate computer centers—to ensure 99.999% availability
- Ensured adherence to carrier-grade security requirements with an Oracle Application Server-based installation of Xyna Service Factory
- Established secure, highly-efficient order processing that excludes the possibility of order loss or duplicated work in the event of failures
- Ensured optimal utilization of available system resources through automatic load distribution in the cluster
- Integrated the system seamlessly into Arcor’s business-support-systems (BSS) and operational-support-systems (OSS) environment, expanding visibility and reducing IT costs