

## Case: A Telecom Operator

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## Hot standby: available 24x7

### Telecom operator reach maximum billing reliability through HVR

Any telecom operator that provides prepaid services to customers, needs a billing system that is highly reliable and accurate. After all: if the billing system is down, the company might be giving away profitable time. With subscribers to a service, or post billing system, this problem is less threatening. Should the billing system go down, the company can always continue to register any phone calls and charge the costs afterwards. With prepaid services, reliability and availability of the billing system is of strategic importance.

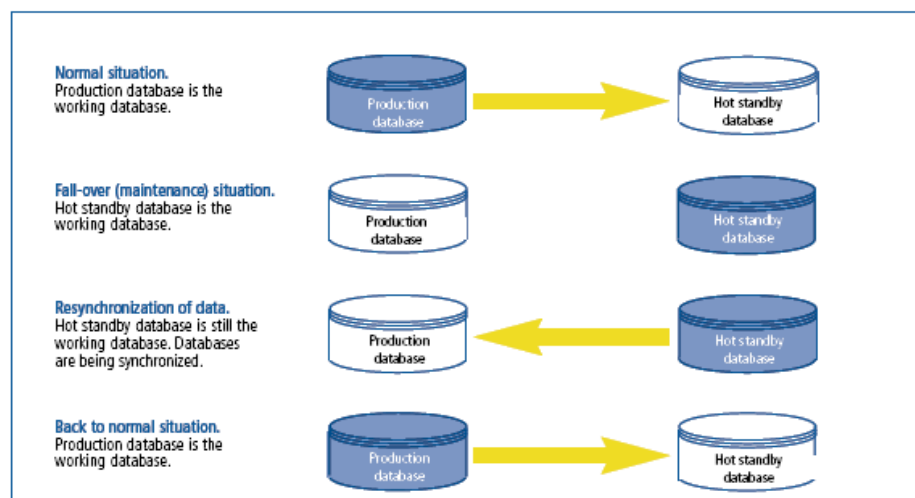
This telecom operator provides prepaid services and rely on a trustworthy Ingres-based billing system. Robustness is guaranteed thanks to the hot standby implementation with HVR.

### HIGH VOLUME REPLICATOR

The use of databases in the business community is on the rise - along with the need to exchange data from different relational databases and to keep it as current as possible. This naturally makes processing speed and reliability two of the key system requirements, which also applies to multi-vendor environments with databases from different software suppliers. A replicator is a middleware application that enables databases to communicate with each other and keep their data up-to-date. HVR from the Amsterdam IT company HVR Software bv boasts a transaction speed 1,200 times faster than other replicators. Moreover, the system is extremely robust and reliable.

### HOT STANDBY

Because the risk of downtime with billing systems should be minimized, HVR made it possible to create an actual and identical database as a 'hot standby' for the operational one. Whenever data need to be changed, for instance when someone makes a call, HVR makes sure that not only the operational billing system is changed, but also the 'spare' database, which is located some 20 miles away. Whenever the original database needs maintenance work, the telco can switch to the 'hot standby', so there is no downtime of the system anymore. The billing system is now guaranteed online literally seven days a week, 24 hours a day.



## WHO WE ARE

The parent company of HVR Software bv is PSB bv. From its conception in 1985, PSB has been a specialist in database technology, aiming to match and better the engineering quality of the biggest names in the industry.

Initially PSB focused on the Ingres DBMS, quickly acquiring a reputation as a key center of in-depth DBMS knowledge for the Dutch market. In the 1990's PSB founded HVR Software bv which aimed at widening focus and offer more service solutions by including other database products, for example datawarehousing tools, Oracle, Microsoft's SQL Server and more.

Around this time HVR Software was assisting an important customer – Royal TNT Post - with its data distribution requirements, and became aware of the chronic gap in the database market for robust and efficient database replication. HVR was built to solve this problem. The HVR has been quickly adopted in logistics, telecommunications and public sectors, and is now sold worldwide.

HVR Software also delivers

- implementation
- support
- training services

## FURTHER INFORMATION

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## HIGH VOLUME

To replicate a database the size of an average Ingres based billing system, no other solution than the HVR will suffice. Simply because of the high volumes and necessary compression techniques. Hardware based replication is no alternative; it is more vulnerable to hardware failure, gives no protection from software failure and does not reduce system down-time. The HVR can easily manage an average of about 1,000 transactions per second. HVR's top capacity exceeds that amount by far. That makes the choice for HVR a strategic one: the value and importance of the centralized database has increased enormously over the past few years. Reliability and availability of such crucial databases is of strategic importance. With volumes increasing almost overnight, replication to a hot standby is necessary for any company that wants a 7x24-guarantee.

## INFORMATION

Apart from saving many companies from disaster, HVR also offers profound management information utilities. Extensive analysis of traffic, peak hours and more is available in no time. HVR offers the basis for stability and reliability, and offers more possibilities at the same time.

**HVR** Software

*Realtime Data Integration for Mission Critical Environments*