



AXIS  
 Jakarta, Indonesia  
[www.axisworld.co.id](http://www.axisworld.co.id)

**Industry:**  
 Communications

**Employees:**  
 600

**Oracle Products & Services:**

Oracle GoldenGate  
 Oracle Database 11g  
 Oracle Real Application Clusters

**Oracle Partner:**

**iFORCE CONSULTING**   
[www.iforceconsulting.com](http://www.iforceconsulting.com)

**AXIS Achieves Zero Downtime of Critical Customer Service System During Database Upgrade**

AXIS is a national GSM and 3G cellular provider in Indonesia. The company began operations in Java and Sumatra and is rapidly expanding its 2G and 3G networks to major population centers throughout the archipelago. AXIS is backed by Saudi Arabia's Saudi Telecom Company and Malaysia's Maxis Communications Berhad.

**Challenges**

- Experiencing exponent growth of business and stringent competition to meet growing demand of services thus several business systems will need to be upgraded and migrated
- The Oracle database platform underlying the Siebel customer relationship management (CRM) system was first to be upgraded
- The CRM system is also migrated from 2 servers to 3 servers to improve system performance and response time
- Maintain continuous availability of critical data across the multiply systems during the upgrade and the migration to avoid interruptions to an around-the-clock communications business

**Solution**

- Engaged Oracle Partner iForce Consulting to design a clustered framework using Oracle Real Application Clusters and manage the upgrade from Oracle Database 10g to Oracle Database 11g
- Achieved zero downtime during the upgrade by deploying Oracle GoldenGate, which ensured customer data could be migrated without impacting the source Siebel CRM system
- Supported a 24-hour business by implementing a three-node server cluster, which enables processing workloads to be evenly distributed for fast performance and high availability