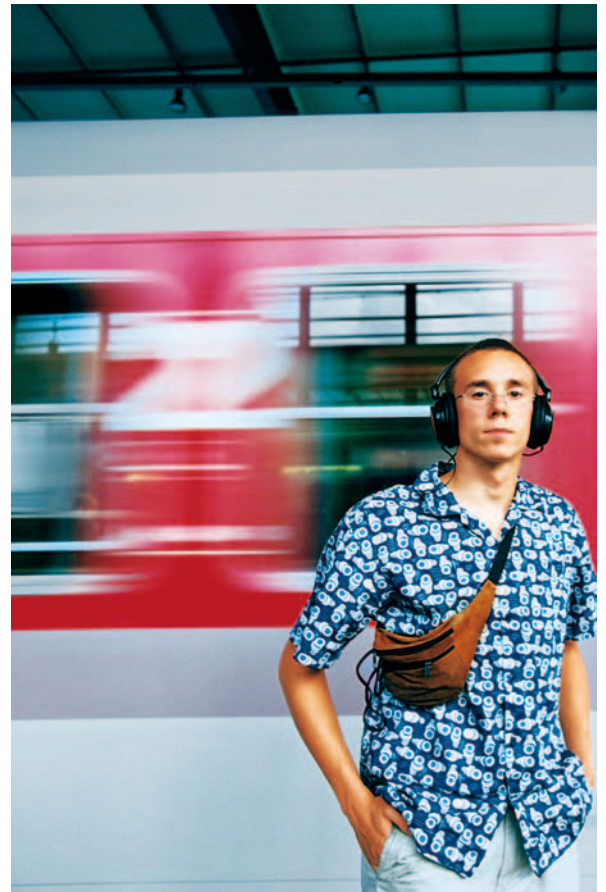# Versatile mix of HP and BEA technologies helps Delta Telecom beat change

"OpenVMS has become a tradition with us, it is our habit to use it and HP provides critical services for us by supporting our OpenVMS systems."
Anton Nazarov, group IT manager, Delta Telecom

Customer at a glance:

Industry sector: Mobile Telecoms

Name: Delta Telecom

Headquarters: St. Petersburg, Russia

Founded: 1991

Telephone: +7 812 115 1000

Number of employees: 400

URL: www.deltatelecom.ru

Why HP?

- HP OpenVMS has the reputation of being an operating system that can meet the IT challenges of demanding markets such as telecommunications.
- HP AlphaServer systems offer the performance levels, scalability and availability that Delta Telecom needs.
- HP Services can offer the country support that the company requires.

Formed in 1991, Delta Telecom was the first mobile phone operator in the Russian market. Today, it has 400 employees, and 200,000 subscribers who can use their mobile phones in more than 550 cities throughout Russia as well as in 10 European countries.

From its head office in St. Petersburg, Delta Telecom offers subscribers an optimum combination of quality mobile telephony and attractive tariffs, along with an increasing number of other services which include SMS, rapid Internet connections, and email by mobile phone and PDA.

As with any country, mobile telephony is intensely competitive in Russia but even against that background, Delta Telecom's subscriber base grows day by day. Also, in common with all telephony companies, an adaptive enterprise is the key to success, and Delta Telecom has always relied on HP OpenVMS to maintain seamless connections between its changing business demands and IT performance.

Trusted system

Designed to handle enormous amounts of information for demanding industries such as telecommunications, HP OpenVMS offers robust, secure, scalable and flexible information management capabilities, and is ideal for environments that are driven by unpredictable and accelerating change.

"OpenVMS has been used historically by Delta Telecom. We have used it since the company began and it still supports us in the quickly changing environment that we trade in," said Anton Nazarov, group IT manager for Delta Telecom. "HP provides critical services for us by supporting our IT."

To stay ahead of the competition, Delta Telecom continually develops new applications that not only increase its internal efficiency, but also improve the way it handles its external partners and the service it offers to its customers.

More power, greater performance

Maintaining that development meant that more power was needed, so the company now runs an OpenVMS operating system on a new AlphaServer GS1280 system, based on the EV7 processor. This represents a huge leap in performance combined with scalability and high availability.

With many of its applications written in Java, Delta Telecom also runs a BEA WebLogic Server application server, which provides it with a way to reduce the complexity and cost of its application infrastructure, transforming its IT assets into a critical business advantage.

One recent application that has streamlined the company's efficiency is its 'Settling with Dealers' Java software application. This application automates Delta Telecom's book-keeping and logistical inter-relation with more than 200 dealers, each of which can have many branches who sell its services in St. Petersburg and other regions.

Business processes that have been computerised include the customer contracts signed up by dealers. These are now transferred back electronically to Delta Telecom's Dealer Department where they are approved electronically. Warehouse control, daily and monthly dealer reports and calculations of the mutual debts between dealers and Delta Telecom have also been automated.

Quick and efficient

Dealers and Delta Telecom's dealer managers access the system via the Internet, and reports can be generated in many formats including HTML, MS Excel or Adobe Acrobat PDF. The Settling with Dealers application centres around an Oracle 8.1.7 database has made Delta Telecom much more efficient by eliminating the need to transfer documents by fax or courier. This has reduced the margin for error and has speeding up the whole process which could take more than 10 days to produce each monthly report.

Hardware

- HP AlphaServer GS1280 system

Software

- HP OpenVMS
- BEA WebLogic Server
- Java
- Oracle

HP Services

- Support for HP OpenVMS and BEA WebLogic Server

Another similar project developed by Delta Telecom was its National and International Roaming Information System. The company has roaming partnerships with more than 80 independent companies in Russia and other countries, and the project was designed to increase the effectiveness and efficiency of its complicated dealings with the roaming partners. It aimed to provide safe ways of collecting, filing and editing the large amounts of heterogeneous information provided by partners and automating the account clearing systems with them.

Adaptable to change

"The combination of technologies we use to develop and run new applications ensures that Delta Telecom remains an adaptive enterprise that is able to meet the ever changing challenges of the

telecommunications market," added Nazarov. "HP supports our OpenVMS, and we work with HP to support the BEA WebLogic Server which is important because we have users of this both inside our company and at customer sites outside the company.

"HP's support is a critical element of our success and although we have not compiled actual figures we can see the reaction from users of the new applications and services we are developing. They are happy and that is very important for us, so we are confident that these developments will bring financial benefits for us in the future."

Delta Telecom is now looking to upgrade its AlphaServer GS1280 system to accommodate a new storage project and is also starting a migration process to new CDMA 2000 technology.

Challenge

- Russia's first mobile telephone operator Delta Telecom has thrived in its fast developing market for the last 10 years.

- Delta Telecom now faces stiff competition and needs to continually increase its efficiency and improve the services it provides for customers.

- To develop vital new applications and services, Delta Telecom needs effective IT.

Solution

- Throughout its history, Delta Telecom has been a loyal user of HP OpenVMS.

- For increased power, Delta Telecom recently moved to an AlphaServer GS1280 server to run OpenVMS.

- Delta Telecom's infrastructure also features BEA WebLogic Server.

Results

- Delta Telecom has recently developed an automated system that has streamlined its interaction with the 200 dealers who sell its products in the St. Petersburg area.

- It has also automated the way it deals with its 80 'roaming partners'.

- These, and many other developments, enable the company to increase efficiency, compete effectively and grow its subscriber base.

For more information on how working with HP can benefit you, please contact your local HP sales representative or reseller, or visit www.hp.com.

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