



## Microsoft Windows Server 2003 Customer Solution Brief



Customer: KT Corporation  
Web site: <http://www.kt.co.kr/>  
Customer size: 20,000  
Country: Korea  
Industry: Telecom

### Customer Profile

Founded in 1981 as a public telephone service provider, KT has grown into a worldwide Internet corporation. With more than 5.6 million broadband Internet subscribers, KT now ranks as one of the world's top broadband service providers.

### Software and Services

- Products
  - Microsoft® Windows Server™ 2003 Datacenter Edition
  - Microsoft Windows Server 2003 Enterprise Edition
  - Microsoft SQL Server™ 2000 Enterprise Edition (64-bit)
  - Microsoft BizTalk® Server 2004
  - Microsoft Systems Management Server
  - Microsoft Operations Manager
- Services
  - Microsoft Consulting Services
- Technologies
  - Active Directory®
  - Microsoft ASP.NET
  - Microsoft COM+
  - Microsoft .NET Framework
  - Microsoft .NET Compact Framework

### Hardware

- HP Integrity Superdome with 64-bit Itanium CPU
- HP ProLiant with 32-bit Zeon CPU

For more information about other Microsoft customer successes, please visit:  
[www.microsoft.com/resources/casestudies/](http://www.microsoft.com/resources/casestudies/)

## Major Telecom Provider Saves More Than U.S.\$15 Million with New Server System

“Windows Server 2003 is the best application server platform, hands down. It met our highly demanding technology needs at a lower cost.”

Seong Ik Hong, Member of Technical Staff, KT

### Business Needs

Like many telecom companies, KT feels the pressure to continually increase revenues while facing rising costs. To counteract these pressures and spark business growth, KT made a strategic decision to expand its service offerings and update its operations support system (OSS) to support a fast-growing base of subscribers.

KT's biggest concern is performance. Its new generation OSS (NeOSS) has to support a peak of 300,000 orders per day, requiring a computing platform that can handle large amounts of transactions.

In considering development for NeOSS, KT needed a platform that could:

- Provide the full range of services necessary to support an enterprise data center.
- Offer mission-critical reliability.
- Scale up to meet increasing demands.
- Offer tangible savings on total cost of ownership (TCO).

### Solution

Coming from a UNIX/Oracle background, KT considered both UNIX and Microsoft® Windows®-based solutions. A proof of concept that tested Microsoft Windows Server™ 2003 and Microsoft SQL Server™ 2000 convinced KT to choose Microsoft as

the preferred platform. KT chose Windows Server 2003 partly because it supports the 64-bit Itanium CPU, while SQL Server 2000 supports 64-bit architecture and up to 512 GB of memory. KT also chose Windows Server 2003 because it supports non-uniform memory access (NUMA) architecture.

Solution components include:

- The Microsoft .NET Framework for development, including the Microsoft .NET Compact Framework for handhelds.
- Windows Server 2003, using clustering for high availability.
- SQL Server 2000 (64-bit) as a fast, efficient database platform.
- Microsoft Operations Manager to manage many servers at once.

### Benefits

Windows Server 2003 provides KT with a secure, reliable platform for NeOSS and core business processes. Significant benefits of using the Windows Server System™ include the following:

- KT saves more than U.S.\$10 million in hardware purchasing costs over UNIX.
- The company saves \$5 million by using built-in Windows Server 2003 services such as Active Directory® and Microsoft COM+.

“.NET technology was very interesting to us because its TCO and ROI was better than UNIX.”

Seong Ik Hong  
Member of Technical Staff  
KT

- The Microsoft solution lowers TCO over UNIX by 50 percent.
- NeOSS achieves fast performance and zero downtime while supporting 300,000 orders per day.
- KT can expand the number of end-user devices, including handhelds.
- The company gains integrated identity management and increased security via Active Directory and Microsoft Group Policy.
- Interoperability with existing UNIX and Oracle systems allows KT to migrate the mission-critical OSS with no lapses in service.
- Microsoft ASP.NET supports various handheld models, freeing KT from the need to develop and manage each type of device from scratch.
- Windows Server 2003 allows KT to choose among hardware vendors, unlike a UNIX solution. This allows KT to decide on hardware according to price and add bidding to the hardware purchasing process, thereby lowering purchasing costs.
- The similar interface and commands across the Microsoft applications allow users to manage and monitor many different systems easily and efficiently—for example, a KT operator can use standard event logs to monitor the status of different applications.

