



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/

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.

