

Internode deploys Oracle Coherence for Faster Customer Service Resolution

Internet Company Cuts 80% of Technical Customer Service Calls by Average of One Minute with In-Memory Data Grid Solution

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News Facts

Internode, a leading Australian Internet Service Provider, has deployed the Oracle Coherence In-Memory Data Grid, to cache customer connection data to dramatically expedite customer service calls.

Internode is an internationally connected IP operation with a private network of high capacity links across Australia, the USA and Japan. Established in 1991, the company has a varied customer base including corporate, business and residential users. The company offers high quality voice, data and entertainment services.

Internode is recognised via award as the leading Customer Service Operator in the ISP industry in Australia. Internode values that position and actively looks for ways to improve the customer experience.

Internode has deployed Oracle Coherence In-Memory Data Grid as part of a project designed to expedite customer service calls.

Previously, Internode customers calling with connection and authentication problems were often required to reboot and reconnect their computers to the internet so that the Internode monitoring equipment could diagnose the problem. This required lengthy calls where both customer and technician waited for the re-connect process to complete. Now customers with technical issues should not need to re-connect as Oracle Coherence caches two hours of user connection data.

The Oracle Coherence cache provides a lightning fast data access layer where the standardized data packets can be held and continuously queried by 100+ web clients. The data cache can efficiently handle in excess of double Internodes required maximum load, and can support up to 600 transactions per second.

Internode believes the solution has reduced 80 per cent of customer service technical calls by an average of one minute. As a result the company is able to provide a better level of customer service since calls can be processed more quickly and thus in turn, more time can be given to the quality of the diagnostic data.

In addition, Oracle Coherence has effectively replaced the use of three legacy tools previously used for this diagnosis, which has reduced required training time for staff.

Internode purchased Oracle Coherence In-Memory Data Grid in August 2009 and went live in July 2010.

Supporting Quotes

The Oracle Coherence Solution has exceeded Internodes expectations, said Frank Falco, Internode CIO. The potential now exists to move beyond mere connection and authentication and towards supporting accounting and bandwidth details. Coherence has been earmarked for further core projects at Internode because of its technical superiority coupled with cost-effective implementation.

In the fiercely competitive Communications industry, providing consistently high levels of customer service is the number one competitive differentiator. We are pleased Internode has chosen Oracle Coherence as a key part of their infrastructure delivering such a positive impact on customer service, said Greg Taylor, Vice President Fusion Middleware for Oracle in Australia. By deploying Oracle Coherence as an in-memory data grid companies, like Internode, are able to significantly improve service levels by increasing transaction rates and reducing application response times. The benefits to the business include reduced customer churn and lower cost of service per customer call.

Supporting Resources

Oracle Fusion Middleware 11g

WHITEPAPER: Enhance Customer Loyalty through Higher Responsiveness with Oracle Coherence.

New Release of Oracle Coherence Extends Oracle's Middleware Leadership

Oracle in the Communications Industry

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Contact Info

Penny Wolf

Oracle Corporation

+61 2 94912152

penny.wolf@oracle.com