Oracle Introduces OracleÂ® Cloud File System to Enable Private Clouds

â€‹New Solution Delivers Advanced Cluster File System Capabilities for Storage Clouds

SYDNEY, Australia 7 February, 2011

News Facts Internode, aleading Australian Internet Service Provider, has deployed the Oracle CoherenceIn-Memory Data Grid, to cache customer connection data todramatically expedite customer service calls.

Internode is an internationally connected IPoperation with a private network of high capacity links across Australia, theUSA and Japan. Established in 1991, thecompany has a varied customer base including corporate, business andresidential users. The company offershigh quality voice, data and entertainment services.

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

Internode has deployed Oracle CoherenceIn-Memory Data Grid as part of a project designed to expedite customer servicecalls.

Previously, Internode customers calling withconnection and authentication problems were often required to reboot andreconnect their computers to the internet so that the Internode monitoringequipment could diagnose the problem. Thisrequired lengthy calls where both customer and technician waited for there-connect process to complete. Now customers with technical issues should notneed to re-connect as Oracle Coherence caches two hours of user connectiondata.

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

Internode believes the solution has reduced80 per cent of customer service technical calls by an average of one minute. As a result the company is able to provide abetter level of customer service since calls can be processed more quickly andthus in turn, more time can be given to the quality of the diagnostic data.

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

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

Supporting Quotes The Oracle Coherence Solution has exceededInternodes expectations, said Frank Falco, Internode CIO. The potential now exists to move beyond mereconnection and authentication and towards supporting accounting and bandwidthdetails. Coherence has been earmarked for further core projects at Internodebecause of its technical superiority coupled with cost-effectiveimplementation.

In the fiercely competitive Communicationsindustry, providing consistently high levels of customer service is the numberone competitive differentiator. We are pleased Internode has chosen OracleCoherence as a key part of their infrastructure delivering such a positiveimpact on customer service, said Greg Taylor, Vice President Fusion Middlewarefor Oracle in Australia. By deployingOracle Coherence as an in-memory data grid companies, like Internode, are ableto significantly improve service levels by increasing transaction rates andreducing application response times. Thebenefits to the business include reduced customer churn and lower cost ofservice per customer call.

Supporting Resources Oracle Fusion Middleware 11g

WHITEPAPER: Enhance Customer Loyaltythrough Higher Responsiveness with OracleCoherence.

New Release of Oracle Coherence Extends Oracle'sMiddleware Leadership

Oracle in the Communications Industry

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Contact InfoPenny Wolf
Oracle Corporation
+61 2 94912152
penny.wolf@oracle.com