

StorHouse for Telecommunications

Centralizing Call Detail Management to Support ILM Initiatives and Business Growth

StorHouse Benefits for Telecommunications

Major telecommunications corporations entrust their critical detail data to FileTek's StorHouse data and access management systems for applications such as revenue assurance, customer care, and call detail record (CDR) lifecycle management. These StorHouse systems enable:

- **High data availability and accessibility** to domestic and international call detail records, tax compliance information, customer care and billing data, and detailed network traffic statistics
- **Scalability to multiple petabytes** with no performance degradation to accommodate the growing volumes of wireless and wireline telephony information generated by new service offerings and expanding customer bases
- **Cost-effective operation and reduced total cost of data ownership** from storing information on an automatically managed virtual storage hierarchy
- **Enhanced business continuance** through automated backups, data duplexing, and multiple DR strategies that replace system vulnerability with strengthened customer confidence and data protection
- **Data sharing across the enterprise** by diverse business units, thereby eliminating duplicate data stores and improving the information flow between customer touch points

To satisfy today's rigorous business demands, telecommunications IT professionals are looking to replace existing legacy stovepipe systems with a highly scalable, cost-effective, centralized repository for storing the growing volume of critical detail telephony data generated by standard business processes, expanded service offerings and new workflow procedures. For companies to remain competitive, support information lifecycle management (ILM) strategies, assure revenue, diminish customer churn, enhance customer care, and comply with industry regulations and legal rulings such as Sarbanes-Oxley, this data repository must be readily available and easily accessible by diverse yet complementary business units throughout the enterprise. Furthermore, it must be capable of scaling from terabytes to petabytes without degrading performance to keep pace with industry and carrier growth.

How can telecommunications providers realize these goals without exceeding IT budgets, deadlines, and manpower constraints?

About StorHouse from FileTek

Currently, major telephone companies use FileTek's StorHouse® data and access management systems to streamline complex business procedures, quickly resolve legal and billing issues, achieve operational efficiency, curtail costs, and strengthen market position. Architected for active archives and database extension solutions, StorHouse is specifically designed to administer massive amounts of structured and unstructured fixed content, historical data, and their associated backups.

StorHouse technology combines industry-leading, scalable storage devices and Open System processors with specialized storage management, relational database management system, and file system interface software components. The system uniquely virtualizes and abstracts a managed hierarchy of storage devices that can include any mix of high-performance RAID, inexpensive SATA RAID, MAID, and high-density WORM and erasable tape to present a single view of storage to client applications, thereby insulating them from the actual devices they access.

StorHouse has numerous features that support a centralized active archive, including:

- Cross-platform data sharing across the enterprise
- Automatic storage management – data backup, recovery, replication, protection, retention, and transparent migration between storage levels
- Built-in compliance and ILM support
- Archival and retrieval of relational and file system data in the same repository
- Interfaces to industry-leading point solutions and third-party relational database management systems such as IBM DB2/UDB, Oracle, and SQL Server
- Built-in technology upgrade paths that accept new storage devices and media types dynamically and migrate existing data to them automatically

StorHouse Software

StorHouse/SM, the StorHouse data and storage management software, supports a configurable virtual storage hierarchy that includes MAID and compliant media types such as NetApps SnapLock, EMC Centera, and WORM optical/tape.

StorHouse/RFS, the StorHouse NFS, NTFS, and CIFS file system interface, archives and rapidly retrieves today's escalating volume of digitized data in file format. It scales to billions of application files by using an embedded relational database to store and track file locator information.

StorHouse/RM, the StorHouse relational database management software, stores, accesses, and manages terabytes to petabytes of relational data on StorHouse-managed media. It scales to billions of rows with a patented table and index segmentation method that supports rapid access to relational data on removable media through standard SQL queries.

StorHouse/Control Center is a graphical user interface for managing StorHouse servers and databases. It consists of plug-in modules that perform various administration functions.

- Direct access at the record/block level from any layer in the storage hierarchy without the need to first restore data from tape to disk
- Scalability to billions of application files or relational rows and petabytes of storage with no negative impact on performance

StorHouse and Telco Applications

As Figure 1 illustrates, a single StorHouse installation can function as the central archive repository for corporate-wide file system and relational telecommunications data. This means that complete customer profiles – call detail records stored relationally and supporting file-based information such as e-mails and customer statements in print or web format – can reside in a single, central StorHouse active archive and remain accessible from different platforms by diverse business units across the enterprise. In addition, selective call detail information can be offloaded as required and fed to decision support databases for trend analysis.

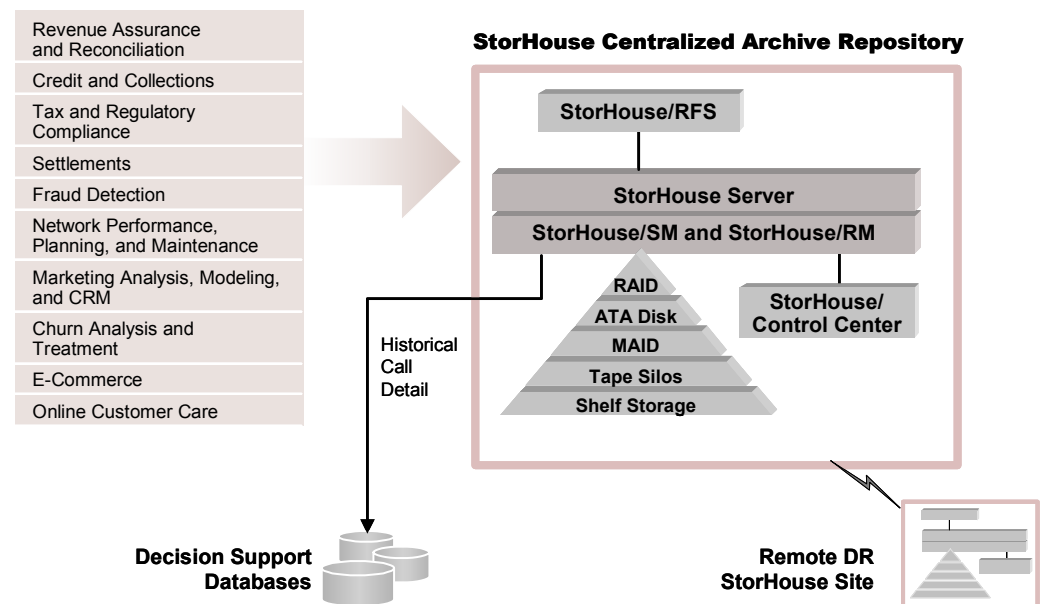


Figure 1 – StorHouse Applications for the Telecommunications Industry

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For More Information

StorHouse is a proven solution for telecommunications applications. It supports industry-based compliance requirements; reliability, scalability, and availability criteria; and ILM processes and procedures for storing data affordably according to its changing value over time. In addition, FileTek offers 24x7 customer support and complete professional and consulting services for all StorHouse systems from design inception through installation and production.

For more information about telecommunications solutions from FileTek, contact a FileTek sales representative, e-mail info@filetek.com, or visit www.filetek.com.

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