

# SUNRISE COMMUNICATIONS STANDARDIZES ON COST-EFFECTIVE RED HAT SOFTWARE

## Sunrise

### SOFTWARE AND SERVICES

Red Hat® Enterprise Linux®  
Red Hat JBoss® Enterprise  
Application Platform  
Red Hat Satellite

Sunrise Communications, Switzerland’s largest private telecommunications provider, must balance quickly launching new, competitively priced services with meeting strict data protection, security, and stability standards. To achieve this goal, Sunrise needed stable, secure and flexible IT services with cost-effective operations. The company decided to gradually consolidate all of its IT infrastructure to SAP® HANA® and enterprise software from Red Hat—including Red Hat Enterprise Linux, Red Hat JBoss Enterprise Application Platform, and Red Hat Satellite. With this new environment, the company has reduced costs, improved speed and performance, and can take advantage of open source community development to release innovative, cost-effective services.



### TELECOMMUNICATIONS

1,750 EMPLOYEES

*“We’ve reduced support costs for our SAP environment by 25% since we moved to Red Hat Enterprise Linux and commodity hardware from Huawei.”*

MARC FRANKENHAUSER  
DIRECTOR OF COMMERCIAL MANAGEMENT  
INFRASTRUCTURE, SUNRISE COMMUNICATIONS

### BENEFITS

- Improved IT efficiency, including increasing the speed of extract, transform, load (ETL) processes by a factor of 4.5 and adopting centralized server management
- Reduced costs for SAP environment, including reducing support costs by 25%
- Gained access to open source expertise and support from experienced enterprise vendors to accelerate innovation



facebook.com/redhatinc  
@redhat  
linkedin.com/company/red-hat

*“Over the years, Red Hat has pivoted from being a purely Linux provider to offer a supported, comprehensive portfolio that meets our requirements. As a result, our partnership has continued to grow, and we’re confident running our critical applications on Red Hat’s platform.”*

MARC FRANKENHAUSER  
DIRECTOR OF COMMERCIAL  
MANAGEMENT INFRASTRUCTURE,  
SUNRISE COMMUNICATIONS

## **SIMPLIFYING COMPLEX I.T. TO KEEP PRICING COMPETITIVE**

The global telecommunications industry is facing pressure to constantly improve pricing and performance. As Switzerland’s largest private telecommunications provider, Sunrise serves approximately 3.4 million customers. To operate effectively, the company must balance meeting strict security and stability standards with launching new services—while keeping prices competitive.

To achieve this balance, Sunrise must control its operating and IT costs. However, a complex IT environment—consisting of many Linux, UNIX, and proprietary platforms—made managing costs difficult. Individual projects often purchased their own licenses for proprietary software, and this sprawling infrastructure required manual, time-consuming management.

“Everything from the architecture and operation of the traditional IT infrastructure to vendor license management, security within the network and the IT system, and the commercial aspects of the infrastructure has to work together smoothly,” said Marc Frankenhauser, director of commercial management infrastructure at Sunrise Communications.

To simplify its IT environment and better control costs, Sunrise sought to establish a standardized infrastructure with centralized management. The company turned to a long-time partner: Red Hat.

## **CONSOLIDATING TO AN OPEN SOURCE PLATFORM FROM A TRUSTED PARTNER**

Sunrise has used Red Hat Enterprise Linux since 2002. Based on this successful ongoing relationship, the company chose to standardize its operating system environments on Red Hat Enterprise Linux, running on industry-standard server hardware from Huawei, a Red Hat partner that the company had also worked with for many years.

“We wanted to move our SAP environment away from UNIX to open source software and cost-effective, flexible commodity hardware,” said Frankenhauser. “Moving to Red Hat Enterprise Linux was the logical choice as we had already had good experiences with similar projects. We had also seen that customers in Asia had very positive experiences combining Huawei, Red Hat, and SAP HANA solutions.”

In addition, the company deployed Red Hat Satellite to manage its SAP environment, Red Hat software infrastructure, and server environment—including more than 20 physical servers for legacy applications and Oracle databases, as well as more than 600 virtual Linux servers. Red Hat Satellite offers comprehensive configuration management, provisioning, and monitoring of these resources.

Sunrise also implemented Red Hat JBoss Enterprise Application Platform to build, run, deploy, and manage its Java™ applications, and has begun migrating critical customer relationship management (CRM) and billing systems to this solution.

The company expects its new SAP environment to go live in the next few months.

“We have achieved successful, continued standardization for our IT infrastructure environment, and Red Hat is a critical factor in our success,” said Frankenhauser.

## **WORKING FASTER—WITH HIGHER COST EFFICIENCY**

### **GREATER EFFICIENCY**

By standardizing its IT environment on Red Hat Enterprise Linux and using Red Hat JBoss Enterprise Application Platform to centrally build and manage its Java applications, Sunrise has significantly improved its efficiency. “We have greatly increased the speed of our environment,” said Frankenhauser. “For instance, business intelligence processes run faster by a factor of at least 4.5.”

Unifying and simplifying IT management has also helped the company improve system performance and staff productivity. For example, the company’s IT teams can use Red Hat Satellite to install Red Hat Enterprise Linux and any updates automatically over the company’s network. Automating processes has eliminated human error and system maintenance time, freeing IT staff to focus on more valuable, innovative projects.

### **IMPROVED COST EFFICIENCY**

By standardizing on enterprise open source software from Red Hat and industry-standard hardware from Huawei, Sunrise has reduced its IT costs, including support and licensing.

In addition, moving its remaining legacy applications and databases from physical servers to software-defined, virtualized infrastructure, running on industry-standard hardware with Intel Xeon processors, will help the company further reduce costs.

“We’ve reduced support costs for our SAP environment by 25% since we moved to Red Hat Enterprise Linux and commodity hardware from Huawei,” said Frankenhauser. “And the enterprise service agreement with Red Hat has greatly reduced the strain on our licensing budget.”

As a result of these improvements, Sunrise Communications can better control the costs of its products to stay competitive.

### **ENTERPRISE-GRADE SUPPORT**

By expanding its Red Hat deployment, Sunrise can continue to take advantage of Red Hat’s involvement in open source communities and technical expertise to adopt new, stable-yet-innovative technology. Red Hat product subscriptions include 24x7 access to technology experts—who often participate in open source community development projects—as well as Red Hat’s customer portal, documentation, knowledgebase, and other support resources.

“Over the years, Red Hat has pivoted from being a purely Linux provider to offer a supported, comprehensive portfolio that meets our requirements,” said Frankenhauser. “As a result, our partnership has continued to grow, and we’re confident running our critical applications on Red Hat’s platform.”

In addition, Huawei, Red Hat, and SAP work together to ensure integrated solutions provide enterprise-grade performance for users. “The relationships between all three manufacturers and our own team proved to be very constructive and fruitful,” said Frankenhauser.

## **CONTINUING TO STREAMLINE I.T. WITH OPEN SOURCE**

After successfully standardizing on Red Hat’s software, Sunrise plans to adopt Red Hat Ansible® Tower, an automation solution, to further improve its IT efficiency. Ansible Tower will help the company ensure its Linux servers continue to meet security and performance guidelines.

Sunrise is planning to migrate its remaining legacy physical servers databases and Oracle databases to virtual open source solutions, such as PostgreSQL and Maria DB, to improve agility, scalability, and costs.

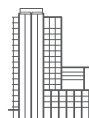
“We are currently building an open source database stack that will gradually replace the traditional Oracle databases, and automating this with Red Hat Ansible Tower is the key to efficient operation,” said Frankenhauser. “These projects will leave us with a completely standardized, software-defined and virtual infrastructure running on enterprise software from Red Hat and cost-effective, industry-standard hardware.”

### ABOUT SUNRISE COMMUNICATIONS

With revenues of CHF 1.854 billion, approximately 3.4 million customer relationships with private and commercial customers, and 1,650 staff, Sunrise is the largest private telecommunications provider in Switzerland. It covers all areas of telecommunications, including mobile, landlines, internet and digital TV. The company’s backbone is an 11,800 km long, nationwide fiber optic network. It is also investing heavily in expanding its mobile network. Sunrise offers the best mobile network in Switzerland (connect mobile network test 1/2018) providing the best geographic 4G/LTE coverage across 95% of Switzerland and 99.98% of the population. Sunrise has been named top provider in numerous comparison tests and surveys to find the fastest and best mobile networks and the best full service telco provider for private and commercial customers.

### ABOUT RED HAT

Red Hat is the world’s leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.



facebook.com/redhatinc  
@redhat  
linkedin.com/company/red-hat

**NORTH AMERICA**  
1 888 REDHAT1

**EUROPE, MIDDLE EAST,  
AND AFRICA**  
00800 7334 2835  
europe@redhat.com

**ASIA PACIFIC**  
+65 6490 4200  
apac@redhat.com

**LATIN AMERICA**  
+54 11 4329 7300  
info-latam@redhat.com