



Utimaco Safeware: Capturing a First-to-Market Opportunity with a Telecom Solution

In response to tough new telecom regulations for data retention and requests by several telecom customers for integrated lawful interception and data retention solutions, Utimaco Safeware AG partnered with Sybase, an SAP company, to develop a **new purpose-built data retention solution**. In 2008 the company launched the Utimaco Data Retention Suite.

Executive overview

Company

Utimaco Safeware AG

Headquarters

Aachen, Germany

Industry

Telecommunications

Products and Services

Lawful interception solutions for various telecommunications services

Employees

160

Web Site

<http://lims.utimaco.com>

Partner Offering Including SAP® Solutions

Utimaco Data Retention Suite (DRS) using SAP® Sybase® IQ server

The partners's top objectives

- Build a new application supporting customers' needs for data retention and retrieval
- Enable network operators and Internet service providers to comply with new regulations
- Take advantage of a first-to-market opportunity

Why partner with Sybase, an SAP company

- Existing long-standing partnership
- Successful experience with database used for its "Lawful Interception and Monitoring Solutions"
- Ability to develop a purpose-built data retention solution with SAP Sybase IQ as the underlying data warehouse

Key benefits

- Delivers rapid search and massive analysis performance
- Simultaneously loads massive data volumes
- Easily scales with data volumes from a few million to billions of data records as capacity needs grow



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Partner solution

Benefits

Future plans

Understanding the market challenge and opportunity

Throughout the world, laws have been introduced stipulating the responsibility of service providers for data retention purposes. These laws outline the process for storing call detail records and subscriber data for periods up to 24 months, as well as responding in a timely manner to ad hoc inquiries by law enforcement agencies. Data is then used to discover patterns of behavior to identify and trace suspects, uncover social networks among terrorists, or to collect admissible evidence for court proceedings.

For operators, this meant three new challenges: storing millions to billions of records daily, storing data from multiple sources in one location, and retrieving information to respond to thousands of inquiries. Overcoming these challenges required telecom operators and ISPs to invest in systems that gave them the ability to store these “Big Data” volumes

and then provide responses in near-real time to law enforcement agencies. However, the laws stipulated that operators could not themselves derive value from the data stored; instead this data was to be maintained separately and exclusively accessed in response to queries from law enforcement agencies. Operators needed a system that helped them comply with these laws but minimized hardware expenses to not more than what was absolutely necessary.

Meeting these needs presented Utimaco Safeware AG with a new market segment, fresh revenue opportunities, and an urgency to develop an application for a first-to-market position. Since 1994 Utimaco has provided lawful interception (LI) systems to fixed network operators and ISPs. With more than 150 installations in 60 countries, Utimaco is a leading global supplier in the LI market.



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Architecture and proof of concept

Utimaco is a preferred LI partner for the world's leading network equipment manufacturers. It offers a broad range of lawful interception solutions for a variety of telecommunications services: telephony, Internet, VoIP, e-mail, SMS, and MMS. These solutions integrate seamlessly and cost-effectively into a variety of networks: GSM, GPRS, UMTS, LTE, PSTN, DSL, cable, WLAN, and WiMAX. Utimaco introduced the Data Retention Suite integrating lawful interception and data retention to meet customer needs, corresponding to the EU directive 2006/24/EC.

When Utimaco looked for a technology on which to build a data retention application, the company had already been a Sybase partner for more than 10 years, using what is now known as SAP Sybase Adaptive Server® Enterprise to power its "Lawful Interception and Monitoring Solutions." Utimaco's product management reached out to its existing partner, expressing the need for a powerful data

warehouse to provide very fast search and massive data analysis. Sybase Germany proposed Sybase IQ (now known as SAP Sybase IQ server) and prepared for the proof of concept (POC).



24 months

Required for storing and querying data



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Sun hardware was selected to run SAP Sybase IQ, and two presales consultants were assigned to work with Utimaco during the POC. The first stage was for Utimaco team members to see for themselves that a database could in fact store such large data sets from multiple data sources and retrieve information in near-real time. Next the Sybase team had to prove that SAP Sybase IQ was the best technology to accomplish this. One of the challenges of the POC was the time needed to generate the data volumes required to truly test SAP Sybase IQ and the Utimaco application against the real-life environment of a large telecom operator storing and querying data over a 24-month period.

SAP Sybase IQ exceeded Utimaco's expectations with impressive query speeds, deep data analysis capabilities on massive data sets, and a compression rate of 40% to 80% for call detail record data. This meant that the Utimaco data retention solution could be delivered to market at a very acceptable price point due to the significantly reduced data footprint and hardware requirements.

Given the combination of corporate responsiveness, access to free-of-charge hardware, unlimited support from consultants during POC testing, and outstanding performance of SAP Sybase IQ, Utimaco saw no value in researching or evaluating alternative technologies. SAP Sybase IQ was the perfect choice upon which to build the new Utimaco solution.

“Our tests and measurements have proven that SAP Sybase IQ is an excellent technology for telecom data retention where load and query performance is key and strong data protection a must-have.”



René Nitzinger, Product Manager, Utimaco Safeware AG

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Support and software

Months of development work followed while Utimaco had unrestricted access to consultants and engineers both through on-site visits and regular phone calls. In 2008 the Utimaco Data Retention Suite (DRS) was launched.

Winning the first deal with the new application would be a huge milestone for Utimaco. To help capture this crucial first deal, SAP Sybase IQ was available at a heavy discount to help Utimaco seize this win and use it as a reference to increase momentum in the market. To support Utimaco, Sybase team members also spoke and moderated panel discussions at numerous data retention conferences alongside Utimaco to advocate SAP Sybase IQ technology and build awareness for the Utimaco DRS solution.



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The right solution at the right time and at the right price

SAP Sybase IQ gives Utimaco a state-of-the-art data warehouse that has become the backbone of the DRS solution. Fully optimized for simultaneous loading of massive data volumes, the system can access Big Data volumes in near-real time, with average query results returned in seconds, not minutes. Capable of ingesting several billion data records per day, Utimaco DRS supports the transaction rates generated by large telecommunications networks with millions of subscribers. At the same time, Utimaco DRS maintains a considerably reduced data footprint through exceptional compression rates to a factor of 80%. Utimaco DRS can scale with data volumes from a few million to billions of data records, and customers can easily extend their installation as capacity and performance needs grow.

The result: Utimaco offers a solution that addresses the market need and delivers on its promise, at the right price point – while generating a new revenue stream for Utimaco.



< 80%

Reduced data footprint



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Ongoing support

Today, SAP maintains a tight relationship with the Utimaco product management team. SAP offers Utimaco true account management, ongoing enablement, and regular invitations to technology briefing sessions to help keep the Utimaco team up-to-date on the latest SAP technologies.

