

**Tekelec is an industry leader in the manufacture of smart-carrier networks, combining signaling, switching and applications.**

**Tekelec products are used by telecommunications carriers, network service providers and contact center operators.**

**Hitachi Consulting and Tekelec collaborated to plan and design the consolidation of network operating systems and messaging platforms, to simplify ongoing management and to improve security.**



## Case Study: Tekelec, Inc.

### Business Challenge

If you've recently made a toll-free telephone call or sent a text message over a wireless connection, chances are a Tekelec product made that possible. In fact, over the past three years, Tekelec switching and network products have become the industry standard, thanks to tremendous growth in demand for their products and the company's expansion through key acquisitions.

Acquiring and integrating companies during a lull in business activity is difficult enough, but expansion on a global scale and during a peak time in sales and product development can stress operations and business processes to the brink of failure. During Tekelec's recent growth phase, it wisely upgraded and improved various internal networks and systems, primarily network operating systems and messaging platforms.

But long before Tekelec leadership began evaluating its goals for globalization and infrastructure requirements, they engaged Hitachi Consulting to help the company be more successful by improving communications across all business units.

### The Solution

Working together, Tekelec and Hitachi Consulting planned the best way to integrate the expanding world of Tekelec with a Windows-based technology messaging platform and a process for worldwide migration. The solution included:

- Implementing an Active Directory design to support messaging requirements
- Migrating each division into a common Exchange 2003 environment including user platforms with the Outlook 2003 client software
- Developing and delivering user training for all Tekelec end users worldwide
- Utilizing a high availability Exchange cluster and SAN to minimize any messaging failures
- Managing the migration seamlessly; users had no downtime and never had email on two systems at the same time
- Developing Query Distribution Groups so all group messages would be sent to appropriate individuals
- Implementing several Global Policies to manage end user workstation behaviors

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## Business Benefits

Tekelec and Hitachi Consulting planned their work and completed an enterprise-wide migration to one messaging and scheduling system for all Tekelec end users within four months. The new systems improved communications, meeting scheduling, and resource utilization and, for the first time, allowed the delivery of corporate-wide messages to all employees, regardless of their physical location.

By eliminating aging and unreliable Lotus Notes servers and consolidating into a single, Windows-based cluster for all corporate messaging, Tekelec reduced support costs and capital expenditures and provided a means of effectively managing communications to groups within the company.

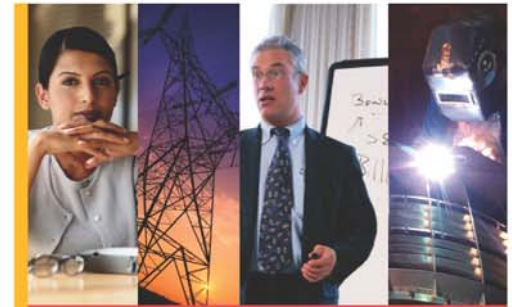
Additionally, because the Active Directory system is updated nightly with data from corporate HR systems, users have access to proper personnel data for the group messaging components of Exchange (Query Distribution Groups). This eliminates the need to manually manage group email lists and saves time and money.

As a result of the project, Tekelec now has:

- Consolidated messaging, reduced overhead and increased efficiency
- Fewer servers and reduced support and maintenance costs
- Reduced licensing costs in new Exchange environment
- Added consistency in email message groups, calendaring and scheduling
- Reduced training and improved scheduling and resource utilization
- Leveraged automatic synchronization of corporate HR information with Exchange for messaging purposes

“Our global expansion is on track and our needs for better infrastructure were exceeded with the help of Hitachi Consulting’s project management capabilities. As a result of our collaboration, we are a better company today and are prepared for success tomorrow.”

*Rod MacLea, VP of IT, Tekelec, Inc.*



## About Hitachi Consulting

As Hitachi, Ltd.'s (NYSE: HIT) global consulting company, Hitachi Consulting is a recognized leader in delivering proven business and IT solutions to Global 2000 companies across many industries. We leverage decades of business process, vertical industry, and leading-edge technology experience to understand each company's unique business needs. From business strategy development through application deployment, our consultants are committed to helping clients quickly realize measurable business value and achieve sustainable ROI.

Hitachi Consulting's client base includes nearly 30 percent of the Fortune 100 as well as many leading mid-market companies. We offer a client-focused, collaborative approach and transfer knowledge to our clients throughout each engagement. For more information, call 877-664-0010 or visit [www.hitachiconsulting.com](http://www.hitachiconsulting.com)

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