



Case Study

**Globe of Good –
an award-winning story of
disaster-relief cooperation
between Amdocs and Globe**



Globe

"It's important because we know communication is aid. It's like water and electricity. You need to be able to reach your loved ones and find out what's going on around you. To do that you need connectivity."

Emmanuel Estrada
Globe Telecom SVP, Technology Strategy & Service Integration



Who?



Globe

Globe Telecom – the Philippines' largest mobile network provider, and owner of one of their largest fixed-line and broadband networks.

What happened?

Massive devastation caused by a life-threatening super-typhoon bringing torrential rains, flooding, landslides, and 160mph winds included severe physical damage to Globe's charging site in Vizmin, resulting in 23M people being suddenly cut off from communications. Repairing the site would take months to complete.

However, **Globe and Amdocs managed to successfully restore essential mobile and data services in under 8 hours**, giving back critical connectivity at a time when it was needed the most.

How did they manage to do it?

Globe was able to respond so effectively thanks to their comprehensive disaster-recovery plan with innovative fall-back capabilities which had been designed and operationalized together with **Amdocs Delivery and Managed Services** (SmartOps) experts as part of an **Amdocs Turbo-Charging** update project.

Although the main objective of the charging modernization project was to extend Globe's charging capabilities to support 5G (including shared allowances and flexible charging methods), Globe now had access to extensive disaster-recovery capabilities built into the new version of the Amdocs Turbo-Charging system being deployed. Globe finally now had the opportunity and tools to effectively counter the Philippines' significant environmental and geographical challenges resulting from facing approximately 20 typhoons a year.

Globe set out to build a comprehensive disaster-recovery plan – including a strong 4G network – and worked with Amdocs to design an innovative infrastructure that would provide Globe with geographical resilience.

Splitting up the subscribers reduced the risk and the impact

Thanks to the new disaster-recovery capabilities gained from Amdocs Turbo-Charging, Globe's entire 86M+ subscribers (who were all located on a single charging site) could now be divided and migrated across three separate charging sites located in completely different geographical regions to reduce the potential impact of any outages.

In addition to splitting their subscribers geographically, Globe also established a fallback disaster-relief charging site to be operationalized in the event that any of the three main sites should fail.

To ensure that the disaster-relief site could be put into operation as quickly as possible, there was continual real-time synchronization of data between the production sites and disaster relief site using a virtualization management layer to run servers, storage and software programs.

Virtualization would now enable Globe to route critical platforms nationwide to ensure that essential mobile and data services would remain available even during crisis situations.

In addition, Globe, together with Amdocs, activated on-ground teams to carry out practice drills and disaster preparedness, as part of the recovery plan.

How communications were restored in under 8 hours

As soon as the Vizmin site failed due to extensive physical damage from the super-typhoon, Globe and Amdocs disaster-recovery teams across the world from Brazil, to the Philippines were activated and immediately began the process of operationalizing the disaster-relief site.

Thanks to efficient, thorough preparation combined with the extensive disaster-recovery capabilities embedded in Amdocs Turbo Charging and the fact that the disaster-relief site already had all the data because it had been continuously replicated in real-time beforehand, the site was already fully operational in less than 8 hours: Globe and Amdocs's disaster-recovery efforts had resulted in 100% recovery of essential mobile and data services.

Considering the technical complexities involved in achieving this, this was a major success for the multiple teams working on recovery assistance, across different time zones and countries.

The disaster-recovery solution:

- **Product:** Amdocs Turbo [Charging](#) v10
- **Services:** Amdocs Technology Services, Amdocs [Delivery Services](#), Amdocs [SmartOps](#) (managed) Level 2 and 3 Services: Amdocs [Product & Application Development Services](#); Amdocs IT & Infra services, Amdocs Disaster-Recovery services

Globe of Good

As a digital-solutions company and in alignment with their ISO 22301 certification for Business Continuity Management, Globe, together with its community-development partners and portfolio companies, activated multiple disaster-response and resiliency programs to keep Filipinos connected and support them with their immediate needs through accessible digital and mobile connectivity services, including:

- Donation drives through mobile-first community development platforms
- Setting up Libreng Tawag, Libreng Charging (Free Calls, Free Charging) stations in disaster-stricken areas to assist affected communities in their communication needs
- Extending free consultations through the Globe Group's telemedicine mobile service to those who were experiencing mental health challenges after the super-typhoon
- Supporting local government units to stay connected with their constituents through free SMS alerts via the Group's A2P Messaging platform, m360
- Bill rebates for severely-affected customers

"We are doing everything we can to serve and extend help in the affected communities."

Yoly Crisanto

Globe Telecom's Chief Sustainability and Corporate Communications Officer

Sustainability at Globe is anchored on The Globe Purpose, **"In everything we do, we treat people right to do a Globe of Good,"** and aims to contribute to the United Nations' Sustainable Development Goals (UN SDGs) to create a [Globe of Good](#).



Photo courtesy of NDTV



Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and large enterprise customers. Our 31,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations.

Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.58 billion in fiscal 2022.

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