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Solutions & Success
The Inside Story

Company	TracFone
Industry	Telecommunications

Forthright Helps TracFone Scale Their Infrastructure And Maintain Service Availability For End-Users

TracFone Wireless, Inc. is an American prepaid, no-contract mobile phone provider. As an ever-growing organization, serving thousands of users nation-wide, they require a robust IT infrastructure to support their operations. In the event that their systems fail, or an issue resulted in any downtime whatsoever, it would be immensely expensive for them.

The call centers their staff works from, and the data centers they rely on support thousands of employees and even more end users. If their system were to crash, even for a few minutes, it would cause a devastating amount of downtime given how many employees and users were involved.

TracFone Needs Robust IT Infrastructure To Keep Their Services Running No Matter What

When it became clear to TracFone's leadership that they needed to upgrade their infrastructure, they came to Forthright Technology Partners. Our team assessed their needs, and determined the following priorities:

- **Ability To Scale IT Resources:** TracFone could have anywhere from 3,700 to 13,000 call center users at any one time, spread out between 14 locations, and dependent on two data centers. Furthermore, they required support for more than 1500 mailboxes and a range of web domains.

- **Compliance Management:** Due to regulatory requirements they are subject to, TracFone had to ensure there was no ownership or control of the call center environment, and needed to implement appropriate Data Loss Protection (DLP) capabilities.

- **Business Continuity & Disaster Recovery:** Whether they're relocating data centers, or switching from one to another in the event of a disaster or inclement weather, TracFone needed their services to remain functional for their thousands of end-users.

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How Did Forthright Technology Partners Meet TracFone's Goals?

In order to help TracFone maintain key benchmarks in service availability, business continuity and compliance, our team overhauled their infrastructure and relocated them to a new data center. This achieved the following:

- **No Single-Point-Of-Failure:** Using a hot/warm data center design, we ensured that no matter what happened to any single data center, all services could be seamlessly switched over to another, maintaining their employees' access to data, and their users' access to services.

- **No Outages:** Thanks to a range of technologies we deployed for High Availability and Load Balancing, TracFone has experienced dozens of failovers without a single outage.

- **Fully Audited Compliance:** TracFone passed a recent audit with flying colors, thanks to the fully compliant infrastructure design we deployed and maintain for them.

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