



## India's largest private oil producer depends on Tata Communications for Network and Data Centre Services



Cairn India, India's largest independent oil and gas exploration and production company, needed to connect its remotest sites in rural Rajasthan, Andhra Pradesh and Gujarat. An increased emphasis on reliability made the company look for a new partner who could commit high availability and uptime, in-built redundancy and a future-proof architecture. It found Tata Communications to meet these criteria. In the last seven years, the partnership has deepened and Tata Communications now delivers network services to over 50 locations, managed data centre services and also hosts Cairn India's Disaster Recovery (DR) site in Pune.

## The Challenge

Cairn India has been operating in India for almost two decades now. In 2007, the company was listed on the National Stock Exchange. A pioneer in oil and gas, the company maximises recovery and production while controlling costs. The operations spread to inaccessible locales from the Rajasthan desert, to the forests of Andhra Pradesh and Gujarat. Connecting these locations was one of the key challenges for the company. *"We have an ever increasing dependence on effective connectivity to ensure business operations continuity. However, our existing network had significant downtime impacting operations,"* says Spokesperson, Cairn India.

### Challenges

- Connecting locations where connectivity has never reached from the desert to the forests of western and southern India
- Finding a partner that can connect all locations and create high availability network
- Ability to expand services with existing vendor as the business grows

### Benefits

- High performance network that connects inaccessible locations to the corporate network
- Improves reliability with multi-layered redundancy
- Controlled, predictable costs deliver savings
- Secures network, applications, data



## The Solution

### Designing a high performance network

The organisation decided to provide a truly integrated infrastructure to its dispersed workforce based in cities as well as remote locations. It began looking for a partner for the high speed, high availability and redundant network in 2007. It found Tata Communications' offered a variety of network services and last-mile connectivity options.

Tata Communications offered individual solutions for each location. The head office in Gurgaon and regional offices connected easily to the MPLS VPN. Even though remote sites are more difficult to connect, approximately 50 such sites have been connected on the MPLS backbone. Tata Communications suggested practical options such as National Dedicated Ethernet (NDE), Point-to-Point (P2P), National Private Leased Circuits (NPLC) and Internet Leased Lines (ILL) connectivity from the data centre to each location. It also provided Committed Information Rate (CIR) that ensures performance and uptime.

### Consolidating data centres

Cairn India originally had its own data centres in Chennai and Gurgaon. But, as an energy provider, the company did not want to spend time, effort or capital investment to upgrade, and maintain it. *"We decided that it was much more cost effective to outsource to a managed data centre provider that has space, advanced cooling and power along with round-the-clock server operations and redundancy in place,"* says Spokesperson, Cairn India.

With the success of the network services, Cairn India decided to outsource its data centre requirements to Tata Communications as well. The state-of-the-art data centre brought the added benefit of managed services. The outsourced data centre colocation space based in New Delhi is connected by Tata Communications' Tier-1 IP backbone. Cairn has taken dedicated caged space and set-up, wherein Cairn corporate infrastructure services have been hosted. This provides high speed access to applications such as the SAP backbone for operations and finance, Exchange Server for messaging, file services and Documentum content management, as well as Internet access and voice.

Tata Communications monitors and manages the data centre on-site and remotely from the centralised Managed Services Operations Centre (MSOC). A highly experienced team works round-the-clock to ensure high quality data services.

"This seven year partnership has come a long way. It encompasses connectivity at approximately 50 locations, data centre and disaster recovery. Tata Communications gives us predictable SLA-driven managed services, uncongested bandwidth, and proactive responsiveness that free us to concentrate on our core business."

"A modular disaster recovery solution is perfect. We expand as we feel the need."  
-Spokesperson, Cairn India



## Building a fool-proof disaster recovery site

“We recognised the need to ensure the permanent availability of key business data and processes regardless of server failure to natural disaster.” says Spokesperson, Cairn India. The organisation then turned to Tata Communications for disaster recovery services. Pune was chosen because it is in a different geographic location, and has great scalability options. The near-instant network failover mitigates the risk of a single point of failure. Initially, DR site was built for the most critical applications, covering 90% of applications. This was later expanded to all the users and applications. “A modular disaster recovery solution is perfect. We expand as we feel the need,” comments Spokesperson, Cairn India.

“We pay for what we use – be it network, bandwidth or data centre. But most importantly, when needed, we can quickly upscale our demand. Besides savings, it allows us control, combined with the highest security standards and the latest technology.”  
–Spokesperson, Cairn India

## The Result

Tata Communications has delivered a holistic solution to manage network connectivity and IT infrastructure. Says Spokesperson “This seven years partnership has come a long way. It encompasses connectivity across 50 locations, data centre and disaster recovery solutions. Tata Communications gives us predictable SLA-driven managed services, uncongested bandwidth, and proactive responsiveness that free us to concentrate on our core business.”

## Controlled, predictable costs deliver savings

Tata Communications' pricing is extremely competitive with no hidden costs. “We pay for what we use – be it network or data centre services. But most importantly, when needed, we can quickly upscale our demand. Besides savings it allows us to control costs without compromising the requirements for the highest security standards and the latest technology,” explains Spokesperson, Cairn India

## Improves reliability with multi-layered redundancy

The Delhi data centre and the disaster recovery site are 1500 km apart. This reduces the risk of a major disaster knocking out both locations, and also ensures maximum redundancy. With data replication across two locations running on separate power and network feeds it is protected against power or network outages. Data backs up every minute and can be restored to servers within 30 minutes in the event of a crisis. “We feel safe and secure knowing our data is protected and accessible, in real time, at any time, even if there is a catastrophic event,” states Spokesperson, Cairn India. Moreover, Tata Communications builds failsafe measures at every step from cooling, emergency power backup, fibre optic cables, to eliminate any single point of failure.

## Secures network, applications, data

Tata Communications ensures encryption compliance with data at rest and in transit. This is supported by a cutting-edge network and physical security that conforms to best-in-class global standards. “When expanding business, it is essential to have a dependable partner. The security measures taken by Tata Communications are among the best worldwide and far exceeds what we could have created ourselves,” comments Spokesperson, Cairn India.

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## About Tata Communications

Tata Communications is a leading global provider of a new world of communications. With a leadership position in emerging markets, Tata Communications leverages its advanced solutions capabilities and domain expertise across its global and pan-India network to deliver managed solutions to multi-national enterprises, service providers and Indian consumers. The Tata Global Network includes one of the most advanced and largest submarine cable networks, a Tier-1 IP network, with connectivity to more than 200 countries and territories across 400 PoPs, and nearly 1 million square feet of data center and colocation space worldwide.

Tata Communications' depth and breadth of reach in emerging markets includes leadership in Indian enterprise data services, leadership in global international voice, and strategic investments in operators in South Africa (Neotel), Sri Lanka (Tata Communications Lanka Limited) and Nepal (United Telecom Limited).

Tata Communications Limited is listed on the Bombay Stock Exchange and the National Stock Exchange of India and its ADRs are listed on the New York Stock Exchange. (NYSE: TCL)