

How This Electronic Manufacturer Improved Their Oracle Support Service While Reducing Their Support Costs by 50%



Organisation Stats:

Industry: Technology

Headquarters: UK

Area served: Europe

Revenue: \$75b+

Employees: 100,000+

Supported products:

- Oracle Database 11g & 19c

This organisation is one of the largest manufacturers of consumer and professional technology products in Europe.

What was the issue?

The organisation were looking to make savings on their Oracle support with a long-term strategy to reduce their reliance on Oracle software.

The Europe-wide technology organisation were **running Oracle Databases 11g and 19c** and having to keep both supported at considerable cost.

Having to keep all their applications upgraded to remain supported was coming at considerable cost; **they'd found themselves stuck in the upgrade cycle.**

Furthermore, they were paying for support for legacy database versions that were no longer receiving any additional upgrades or enhancements, despite the cost of support on these databases increasing year-on-year.

Why they chose Support Revolution?

Their Oracle support contract was up for renewal imminently.



Within weeks of contacting Support Revolution, the contract was signed and their Oracle Databases had been migrated over to third-party support.

Support Revolution's quick root to contract, and flexibility meant this process was quick and efficient and met within the short timeframe.

They were also given dedicated points of contact for the various teams to deal with queries directly without having to go through multiple levels of correspondence to obtain answers.

Upon completing the transition, they were then given a dedicated Account Manager to oversee their support as a customer.

Alongside this, they have saved at least 50% on their Oracle support by moving to third-party support with Support Revolution which they're now able to reinvest back into other projects or existing estates.

Interested? Join the revolution

We guarantee to reduce your support costs by at least 50%!

But you could save even more!

See how much more by filling in our online savings calculator today:

www.supportrevolution.com/savings-calculator

