

How This UK Financial Services Group Removed Oracle Market Driven Support to Receive a More Cost-Effective Support Service



Organisation Stats:

Industry: Financial services/Asset management

Headquarters: London

Area served: Global

Revenue: £1.5b+

Employees: 10,000+

Supported products:

- Oracle Finance & Procurement 12.1.3

This organisation are a FTSE 100 listed multinational financial services and asset management organisation who operate all over the world.

What was the issue?

They were paying for **Oracle Market Driven Support (MDS)** to support their **12.1.3 E-Business Suite (EBS)** ERP system.

So, as well as paying for support on EBS Extended Support, they were also paying for MDS on top.

Being only able to log Severity 1 and 2 issues with Oracle because of being on MDS on 12.1.3, meant that they were paying a considerable sum for a support product that still didn't fully meet all their needs.

Paying for MDS was being used as a stopgap until the financial services organisation were able to plan a roadmap away from Oracle support.

This was part of a **long-term strategy to move away from Oracle.**

After evaluating alternative support options, alongside other third-party options, they decided on moving to Support Revolution.



This meant they would now receive guaranteed response and resolution time to any tickets raised with Support Revolution's Service Level Agreement commitment.

What's more, they'd be paying at least 50% less for their Oracle support and no longer having to pay for MDS.

Why they chose Support Revolution

After considering their options, they decided on partnering with Support Revolution for their Oracle support for several key reasons.

Firstly, was **Support Revolution's long-term engagement with them** to understand their specific requirements to facilitate a success migration. A deep understanding of these needs was paramount when working with such a large, global organisation.

Being an Oracle partner for two decades prior to becoming Support Revolution also meant they could feel secure that their support is in experienced hands in dealing with the intricacies of how Oracle operates.

And finally, they recognised the huge benefit of having a support partner that **guaranteed an SLA response and resolution time** for all priority levels of tickets raised.



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