Support Revolution

How This Window and Door Manufacturer Future-Proofed Their Oracle Estate by Moving to Third-Party Support

Organisation Stats:

Industry: Building Materials

Headquarters: UK

Area served: UK

Revenue: £90m+

Employees: 100+

Supported products:

- Oracle E-Business Suite 12.1.3

This organisation is one of the U.K's manufacturers of windows, doors, composite materials and glass.

The issue

This organisation has a very stable Oracle estate which required them to submit few support tickets to Oracle.

The customer approached Oracle with a desire to reduce support costs so that they could re-invest the savings into other IT projects.

However, Oracle would not renegotiate the price in line with their level of usage, so they were stuck paying for a support service that they rarely used and received very little value from.

This was especially frustrating given that E-Business Suite 12.1.3 was no longer in Premier Support so they would not receive critical security updates, alerts, patches and more.

As a result, they would need to upgrade their estate at great cost despite rarely using the service or find an alternative Oracle support and maintenance option.

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The Solution

Support Revolution support all versions of Oracle software, future-proofing your Oracle estate until you're ready to upgrade or move it.

Furthermore, they also guarantee to reduce the costs that you're currently paying on Oracle support and maintenance fees from what you're currently paying.

Unlike Oracle's unwillingness to negotiate, Support Revolution were able to provide them with Premier levels of support and maintenance (when they needed it) while also reducing their support costs significantly.

Support Revolution were willing to be flexible where Oracle were not.

The Benefits

As an organisation with a very stable estate that does not need to raise many tickets, they have reduced their support costs by half enabling them to reinvest these savings back into their IT projects.

What's more, they will now receive guaranteed SLA resolution times for any issues they do raise alongside the reassurance of Trend Micro's Deep Security.

By moving to Support Revolution they now receive a higher quality level of support when needed, for a much lower cost than the vendor.

They were also able to avoid unnecessary, costly, and disruptive Oracle upgrades, taking back control of its systems.

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**