Support Revolution

How This UK Transport Organisation Saved Thousands on Its Oracle Support and Increased the ROI of Its Software Estate

Organisation Stats:

Industry: Travel & Transport

Headquarters: UK

Area served: Europe

Employees: 30,000+

Revenue: $1b+

Supported products:

- Oracle Databases
- Oracle Applications

This organisation is a multinational public company headquartered in the UK. It provides bus and train services nationally.

The Background

This organisation has been a long-term and valued customer of Support Revolution, consistently relying on our services and expertise over an extended period.

Support Revolution has provided third-party support and Oracle DBA Revolutionary Managed Services to them for several years as well as optimising their AWS hosting and providing Revolutionary Managed Services.

They moved their systems to AWS from OCMS and then moved to Oracle OCI utilising our Revolutionary Enhancement Days.

They required data extracts and additional in-depth information about their systems to help with the migration back to OCI. They also needed new functionalities to help with the build — all of which Support Revolution offers as part of its additional support service.

The Solution

The organisation was working on a migration project to move from AWS to OCI and needed new functionalities to help build new parts to assist in this project.

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Support Revolution fulfilled this requirement by creating several data extracts for them to better understand their systems and ensure a smoother migration.

Support Revolution also proactively monitored for any threats to their systems while creating several environment clones. These two non-production environments meant data could be copied from one to the other so that the environment that was being tested was always the current version.

A cost-optimisation exercise was also conducted when their contracts came up for renewal to establish which applications were no longer needed, allowing them to reduce any bloating, and save them money.

The Benefits

Through the cost-optimisation exercise, they saved tens of thousands of pounds by streamlining their systems, making them easier to manage.

Also, should any system issues arise during this time, Trend Micro's Deep Security would proactively look for threats to their systems, and, once discovered, Support Revolution's security teams will recommend actions to deploy that are tailored to their systems (this is instead of Oracle's three-month patch wait).

Also, by moving to third-party support over multiple years, they saved many thousands in support fees while receiving a much more personalised support service. These savings were then able to be put back into their migration project to OCI.

Interested? Join the revolution

We guarantee to reduce your support costs by up to 90%!

How much could your organisation save?

Find out by filling in our online savings calculator today: www.supportrevolution.com/savings-calculator

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