

How This US Health Care Provider Reduced Its Risk of an Oracle Audit by Moving to Third-Party Support



Organisation Stats:

Industry: Medical

Headquarters: US

Area served: Regional

Revenue: \$1b+

Employees: 10k+

Supported products:

- Oracle Database 19c

This health care provider owns and operates multiple hospitals and over 50 care locations, including a network of urgent care centres.

The Problem

They had a sizeable Oracle estate critical to ensuring its care and medical facilities ran efficiently for patients and staff alike.

The organisation wanted to move from Oracle Database 19c to SQL in the coming years. They also had a strong team of DBAs, meaning reliance on Oracle for support was very low.

Before beginning the transition, they needed to remove the shelfware from their Oracle contract but were cautious of doing so in case they triggered an Oracle audit.



The Solution

By moving to Revolutionary Third-Party Support for Oracle, the organisation could drive value from its software again by reallocating funds that would have been spent on supporting shelfware to its SQL migration – a much more effective use of its budget.

Also, by reducing its shelfware and, therefore, exposure to Oracle, the organisation drastically reduced the risk of its estate being audited. With less of an Oracle footprint, they gave the vendor less of a reason to look at its licensing.

The Benefits

Greater Flexibility

The organisation now receives a more flexible Oracle support service from Support Revolution than the vendor. It can now redeploy funds and skills to its SQL migration rather than spending time and money on support for unused licenses.

Their agreement with Support Revolution also means they have a trusted and dedicated support partner, which greatly reduces the risk of being audited by Oracle.

Efficient and tailored patching

They would now also receive enterprise-grade security patching.

Support Revolution provides security patches for its customers slightly differently from Oracle. We work directly with our customers and provide only the patches they need that fit perfectly with their setup. Our virtual patching method acts as a shield, protecting the entirety of the customer's software estate before the threat can access its systems.

These patches are applied weekly, compared to Oracle's quarterly patch updates.

Cost saving

By moving to Support Revolution, they reduced its Oracle support bill by over 50%. These savings could then be reinvested into their SQL project.

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