

# How This UK Council Escaped Oracle's Market Driven Support and Improved Their Support Service



## Organisation Stats:

**Industry:** Governing body

**Headquarters:** UK

**Area served:** Regional

**Revenue:** £300m+

**Employees:** 900+

**Supported products:**

- Oracle Finance, HR & Payroll 12.1.3
- Oracle Database 19c
- Exadata Hardware
- E-Business Suite

## What brought you to Support Revolution?

The council were running **Oracle 12.1.3** for their **Finance, Payroll, and HR**, alongside **Oracle Database 19c**.

They had been **using Oracle Market Driven Support (MDS)** for the last 2 years to keep their system in some form of support to delay the need to upgrade at great cost.

They had already moved the rest of their Oracle estate to the shared service SAP systems, but Finance, Payroll, and HR still remained on Oracle.

They did not want to upgrade or pay Oracle more money for MDS so considered alternative options including other third-party support providers.

## Why did they choose Support Revolution?

The council did not want to upgrade or keep paying for MDS; this was a costly option to keep their older systems supported.

As these systems were critical to paying staff, they decided on **Support Revolution's support service to help them transition out of the difficult Oracle upgrade cycle** they were in.

As Support Revolution had over two decades of experience providing Oracle support, deciding to partner with them was a no-brainer.



Having a **UK-based payroll support team onsite was also a big positive**, as they were given direct points of contact to help them no matter the query.

Support Revolution's support services meant that they could make considerable savings over the next 2 years and would also give them time to look at the future of their HR and Payroll systems.

As a public organisation, the council contracted Support Revolution under then G-Cloud-12. **Other interested public sector organisation's can find Support Revolution through the [G-Cloud 13 online framework](#).**

## 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](http://www.supportrevolution.com/savings-calculator)

