SPINNAKER SUPPORT

ORACLE EBS SUPPORT CUSTOMER

CHALLENGE

The nation's leading private provider of early childhood education has a current ERP footprint including Oracle E-Business Suite applications, tools, and Oracle Database 12C for their company's production systems. The company was seeking an alternative support strategy that could deliver all services required to maintain Oracle applications and supporting technologies at a cost structure more aligned with its product usage.

The company was at the end of an EBS 12.2 upgrade, and as a result had no future on-premise upgrade or cloud migration planned in the next 5 years. With the majority of Oracle's investment dollars being directed at cloud subscriptions, for the company there was little to no value delivered in its EBS implementation or Database platforms to justify the multi-million annual support fees.

APPROACH

The company began to research alternatives to Oracle Support with the desire to reduce its software maintenance fees while at the same time significantly enhancing their level of support. The company sought a support partner with Oracle expertise, a global infrastructure, proven ISO certified support methods, financial stability, and free of legal issues to limit potential risk. After completing a full search, they selected a support partner based on their requirements and desire for more personalized support, and a provider that understood and knew the environments and were on a first name basis. The company made the easy choice, and selected Spinnaker Support.

With the elimination of Oracle's continuous upgrade requirement and the significantly lower support fees, the company was able to realize immediate ROI. Spinnaker Support successfully delivered on the company's future IT strategy depended on three things: the elimination of continuous upgrade projects every 3 years to remain supported, a reduction in the internal IT workload, and the need for knowledge transfer and proactive support.

INDUSTRY & ACCOUNT DETAIL

- Education – Early Childhood

ENVIRONMENTS

- Oracle EBS 12.2.5
- Hardware: Cisco UCS
- Database Server: Cisco UCS
- Oracle Database 12c
- Application Server: WebLogic
- Middleware: Internet Developer Suite, Data Integrator, SOA Suite for Oracle Middleware, Web Services Manager, Open Systems Gateway, and Secure Backup
- Modules: Application Administration, Integration, Order Management, Logistics, Procurement, Projects, Financials, Human Resources, Database, and Database Technologies
- Integrations: Vertex, BI

GLOBAL LOCATIONS & LANGUAGES SUPPORTED

- United States and English

SERVICES PROVIDED

- EBS Support

FOR MORE INFORMATION

Our case studies give an inside look at the experiences of other companies that have used Spinnaker Support for their SAP & Oracle software support needs. Visit https://spinnakersupport.com/client-success-stories/ to read other client case studies.

SOLUTION

Spinnaker Support is the leading third-party provider of global Oracle and SAP Application Maintenance and Support for over 1000 organizations worldwide. Spinnaker Support's Oracle EBS expertise and commitment to delivery-excellence in support services was configured to specific and unique requirements outlined by the company's IT team.

The following solution was implemented by Spinnaker Support to allow the company to achieve their desired state:

- Support fee structure aligned to system usage

- Flexible contract terms to meet changing business environments

- Implemented the ISO certified onboarding process and support model with 24/7 global coverage

- Named, dedicated Oracle EBS team of engineers

- Unlimited access to Spinnaker Support's Technology Center of Excellence for Technical Advisory services including security, interoperability, cloud strategy, and more

Selecting a support vendor that provided comprehensive services for the company's applications and surrounding integrations made the partnership with Spinnaker Support the right choice.

RESULTS

With Spinnaker Support's pricing model, which included reductions in support fees for concessions on shelfware (unused licenses), the early childhood education company realized a cost savings of 69% on their previously contracted Oracle Support. They have continued to be a satisfied customer since July of 2016, and have extended their partnership to include additional support for required sales and use tax requirements.

The savings afforded with Spinnaker Support are helping the company redirect costs from IT to R&D — so they can remain on the bleeding edge of education and innovated initiatives. Additionally, they are getting superior Oracle EBS Support, until a time arises in the future to consider an upgrade or cloud migration strategy.

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Spinnaker Support is the world's fastest growing and most trusted provider of third-party support, managed services, and consulting for enterprises that run SAP and Oracle software in more than 100 countries.

- Customers who switch to Spinnaker Support's ISO 9001:2015 third-party support model gain significantly better SAP and Oracle application support for a fraction of the price. Third-party support includes bug fixes (including all customizations), global tax and regulatory updates, and general inquiries and advisory support.

- Tailored application and technical managed services delivering specialized system administration, performance tuning, and troubleshooting skills to dive deeper into a customer's operations and address a broader array of their issues.

- Strategic consulting projects specifically targeting the continuous improvement and development of Oracle and SAP enterprise applications and surrounding technologies. Spinnaker Support's blend of services from a single vendor span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Agile PLM, ATG/Endeca, and more.

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