



CHALLENGE

Oando faced significant industry challenges; foreign exchange volatility, lower oil prices, Niger Delta militancy, and the service industry shrinkage. To counter the challenges, Oando looked to their internal IT department to cut expenditures without affecting technology advancements.

Since their Oracle support maintenance was one of the largest expenditures in their budget, Oando's CIO began looking for third-party support alternatives. They have been increasingly dissatisfied with the quality of Oracle support and the high cost of both application and database support; annual premiums continued to climb significantly year over year.

APPROACH

Oando began investigating third-party support options and quickly realized key distinctions between what the vendor support model had to offer in comparison to that of the personalized support offered by Spinnaker Support. Oando sought to reduce its Oracle software and database maintenance fees while significantly improving their level of support through personalized service with ready access to experienced support personnel. The company desired a partner with the Oracle competency, global infrastructure, proven support methods, and strict business practices to mitigate any potential risks of the desired change, one who would deliver the value they deserved for every dollar spent.

One of the main reasons Oando chose Spinnaker Support was our willingness to align support fees with actual licenses used, not licensed software that was never implemented. This unique approach allows a much larger reduction in annual maintenance fees. Oando was also impressed with Spinnaker Support's Technology Center of Excellence, which is available for support on virtualizations, interoperability, security, and future upgrades or cloud migration plans, which are all part of standard support.

Client Background

Oando PLC is one of Africa's largest integrated energy solution providers, who is blazing the trail for a new breed of African corporates. Oando encompasses the entire energy value chain with functional divisions divided into three categories: Upstream, Midstream, and Downstream. The company's vision is to be the leading indigenous exploration and production player on the African continent. Oando is Nigeria's largest indigenous oil and gas company with a production output of 43,000 boepd, enterprise value of N520 billion – Founded in 1956.

INDUSTRY & ACCOUNT DETAIL

- Energy – Petroleum and Coal Products
- NAICS Code: 324191
- Annual Revenue: \$2,571,773,000
- Employee Count: 1500
- Corporate HQ: Victoria Island, NG
- Website: <http://www.oandopl.com>

GLOBAL LOCATIONS & LANGUAGES SUPPORTED

- Nigeria, Dubai UAE, South Africa, United Kingdom
- English

“*Spinnaker Support knows EBS and is delivering as promised. Their robust, audited processes enabled timely, smooth onboarding away from Oracle maintenance. Oando is realizing significantly faster speeds of response, problem diagnosis, and issue resolution for less cost. In 2017, we plan to expand our services with Spinnaker Support to upgrade Oracle Database versions.*”

— Segun Oyeniyi



SOLUTION

Oando signed a multi-year agreement with Spinnaker Support in January of 2016 for their EBS application, Oracle Database, and Middleware support. Noting the following reasons:

- Greater responsiveness during the pre-sales period.
- Commitment to finding a win/win solution to an extremely urgent problem.
- Lowest price point. Concessions for unused licenses and shelfware. Oando received in excess of 60% discount off of Oracle support fees -much more attractive than the competition's standard 50% discount.
- Oando got an assigned Account Support Lead and named team of support engineers with specific expertise mapped to the customer's unique Oracle environment.
- A broader set of service offerings, e.g., Oracle managed services and consulting - that could be leveraged in the future if needed.
- One partner for all their support needs: applications, database, and middleware under one umbrella.

Spinnaker Support delivers unmatched software Maintenance Services to the global Oracle user community. Organizations around the world have realized tremendous service benefits and cost savings from Spinnaker Support's services.

RESULTS

Oando PLC needed to dramatically cut costs in order to execute its strategic plan. By replacing expensive Oracle Support with Spinnaker Support, the company is now able to apply over \$4 million (over five years) towards strategic cash injection, restructuring of debt, and deleveraging the balance sheet.

An equivalent of an estimated savings in support fees in excess of 60% is now realized by Oando. Oando continues to progress through a strategic transformation and has already been able to reallocate support funds for strategic IT initiatives. The savings afforded by Spinnaker Support are helping Oando redirect costs to R&D - so they remain on the leading edge of innovation and continue to expand their market reach. Oando values are to enrich lives by aligning business priorities with their economic, social, and environmental responsibilities. Oando's energy is geared towards initiatives that support and strengthen the community with grants, infrastructure development, and employee volunteerism.

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ENVIRONMENT

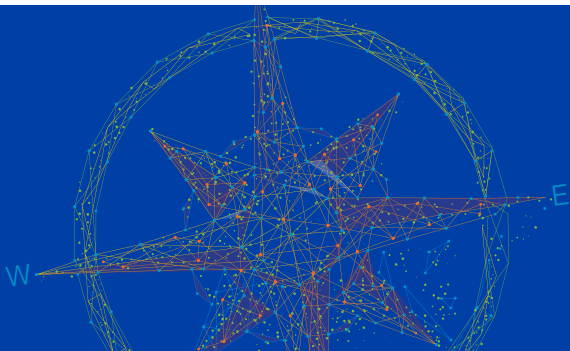
- Oracle E-Business Suite 12.1.3
- Hardware: Oracle T4-4 64 Bit
- Operating System: Solaris 11.2
- Database Server: Sparc SuperCluster Oracle DB 11.2.0.3
- Modules: Foundation, Financial Management, Human Capital Management, Order Management, Project Management, Supply Chain Management, and Hyperion.

SERVICES PROVIDED

- EBS Support
- Tax and Regulatory – Financials & HCM
- Oracle Database and Advanced Technology 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.



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