

The Specsavers logo is displayed in green text within a white, rounded, pill-shaped container. The background of the top half of the page is a vibrant red with a subtle geometric pattern of white lines. On the right side, there is a close-up photograph of a person's eye with a green iris, and a finger is shown holding a clear contact lens just above the eye.

Specsavers

How Specsavers Transformed IT Operations with Spinnaker Support

Specsavers needed more than cost savings when transitioning from Oracle—they needed stability, efficiency, and innovation. Spinnaker Support delivered.

INDUSTRY & ACCOUNT DETAIL:

- Industry: Vision and Hearing Care
- Sector: Retail and Healthcare
- Location: Saint Andrew, Guernsey

SUPPORT DETAILS:

- Oracle EBS Maintenance

For more information on Oracle support solutions, please contact us at spinnakersupport.com

CHALLENGE: ELIMINATING IT BOTTLENECKS AND BUILDING RESILIENCE

Specsavers, a global leader in vision and hearing care, faced mounting challenges with their Oracle support. Their critical supply chain, which serves customers across 11 markets, depended on seamless IT operations. However, persistent service backlogs, security concerns, and slow issue resolution hindered their efficiency. With a need to cut costs without sacrificing quality, Specsavers sought a partner capable of transforming their IT operations into a resilient, cost-effective foundation for growth.

APPROACH: STRATEGIC PARTNERSHIP ROOTED IN UNDERSTANDING

After an RFP process and Gartner consultation, Specsavers chose Spinnaker Support as their trusted IT partner. Together, they developed a plan addressing immediate needs and long-term goals, focusing on resolving backlogs and setting clear resolution targets. By preloading critical patches and safeguarding Oracle data, Spinnaker ensured a smooth support handover. Their proactive, tailored approach addressed Specsavers' unique challenges, building the foundation for a successful partnership.



SOLUTION: TAILORED IT SUPPORT WITH A FOCUS ON RESULTS

Spinnaker Support delivered a seamless transition to third-party support through expertise and proactive measures. Dedicated engineers developed a deep understanding of Specsavers' systems, enabling faster, more effective support. To address security concerns, Spinnaker implemented preventative measures that safeguarded critical systems without interruptions. Their team also guided the resolution of Specsavers' backlog of over 90 aged service requests, ensuring the supply chain ran smoothly. With Spinnaker's "Ultimate Support Guarantee," Specsavers had a secure path back to Oracle support if needed—though it was never used.

RESULTS: IT EXCELLENCE AND STRATEGIC INNOVATION

Specsavers achieved transformative results with Spinnaker Support. Service requests that had hindered efficiency were resolved swiftly, while proactive security measures ensured stability. By cutting support costs, Specsavers reinvested savings into innovative customer-facing technologies, enhancing their retail experience. Supply chain improvements led to faster product availability and greater customer satisfaction. For Specsavers, this partnership wasn't just about IT support—it advanced their mission to improve lives through better sight and hearing, powered by a reliable IT foundation.

Explore more success stories of companies benefiting from Spinnaker Support's software solutions.

Visit spinnakersupport.com for more case studies.

ABOUT US

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.