



Oracle – a Leading Technology Provider Improves Call Costs by 60% with Distributed Services Solution

The enterprise technology company deployed Allied's Distributed Services Solution and has benefited from improved customer service, removed liability & legislation issues, and reduced overall costs due to efficient resource planning & allocation.



About our Client

Oracle Corporation is a multibillion-dollar technology company specializing in enterprise software products in databases, middleware, web applications and SOA solutions.

The Scenario

Allied has supported BEA Systems from 1999 to their purchase by Oracle in 2007. Due to the high level of service Allied had provided to BEA Systems, and the reputation established with the senior management team, Oracle continued this relationship and invited Allied to transfer service provision to several of their key locations, and to become their global partner of choice.

Business Challenge

At a time of rapid business expansion and addressing the challenges of supporting an EMEA wide user base across many disparate platforms, BEA were faced with a high call out costs and differing levels of service by region. In part this was due to an expensive multi-source support structure, comprising of full-time, contractor, and third party staff who were often operating to different service levels and escalation processes.

To compound the challenges facing the BEA team, the support staffing was poorly located, with a wide variance in user to staff ratios, leading to a lack of consistency in EMEA wide service delivery. Frequently the correct skills had to be flown to different countries in order to resolve technical issues, incurring further cost and strains on the support model.

The Solution

Following a review of the existing support structure and the requirements of the divisions and geographies, Allied proposed a solution based on the provision of a localised multi-lingual support team, covering all geographies on a distributed services basis, to a single level of service excellence. The satellite offices in scope for support are based across sites in: France, Portugal, Sweden, Norway, Denmark, Germany, Austria, Slovakia, Slovenia, UK, Spain, Switzerland, Italy and Russia.

CLIENT

A leading technology provider

CHALLENGE

The client needed a cost-effective support solution and an efficient response mechanism for customer service

SOLUTION

Dedicated support professionals

RESULT

Improved customer service and cost savings



Allied's Distributed Services

solution enables clients to strengthen and bridge potential shortfalls in remote offices where full time staff would be inefficient or unwarranted. Our distributed services offer greater versatility, efficiency and faster response times, with our clients retaining in-house management and control.

Allied Worldwide is an ISO 9001 accredited organisation, uniquely positioned to support today's results-focussed CEO and CIO who require flexible and innovative solutions in an increasingly demanding global environment. We deliver high performance business solutions against ever more demanding and complex business challenges.

The distributed services model produced a fit for purpose solution, whereby the level of support delivered equated to the number of users and complexity of the local environment. This meant that Allied provided local bi-lingual support professionals on a shared service basis. We now service some of the smaller locations for as little as one day per week, whilst larger sites may have one or more full time dedicated support professionals. Resourcing can also be flexed appropriate to business expansion. In order to deliver this service Allied transferred, under ARD/TUPE, all employed staff and contractors from local agencies, third party providers and the clients own team.

Allied also introduced a Service Delivery Manager, whose role encompassed implementing an EMEA wide set of SLA's, supported by documenting procedures, which are embodied in a client operations manual. Reporting and review meetings were introduced, enabling service & trend analysis to be delivered, from which service improvement plans could be produced and implemented.

Regardless of site size, additional flexible resource is available on an on-demand basis, to cover additional projects and requirements. In addition, at our quarterly review meetings the service is reviewed and flexed according to client requirements and any external factors.

The Result

- Allied provided the client with a flexible and cost-effective solution to their European support requirements, resulting in a 60% reduction in cost per call.
- A uniform service across EMEA has resulted in enhanced perception from the user community, demonstrated from the customer satisfaction feedback.
- A reduction in Oracle's management overhead and expensive administration of both staff and suppliers.
- Enhanced budget control and more accurate forecasting of service costs
- Ability to flex services and budget according to the business changes and economic backdrop.
- The removal of expensive liabilities residing with the employment of in-house staff.

In addition the IT department has retained full management control by partnering with Allied; and due to the effective use of their existing budgets, they have also been able to fund projects from savings in the original work stream.

Allied's 10+ year relationship continues to deliver flexible and adaptable services, as the recent acquisition of Sun Microsystems has demonstrated. We are now working with Oracle on a global framework with services extending into the US and Asia Pacific regions.

Allied Worldwide Ltd.

Allied is proud of its associations with both Microsoft and VMware. Allied is a Microsoft Gold Partner in the Devices and Deployment Competency and Microsoft Silver Partner in the Server Platforms Competency.

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