

# Case Study

CLAREMONT

## FLYING HIGH WITH CLAREMONT

### THE CLIENT

Shannon Group plc comprises four businesses in aviation, tourism and property, of which aviation is the largest. Since the first transatlantic flight came in from New York 75 years ago, Shannon Airport has served southern Ireland 24 hours a day, 365 days a year as an international airport.

### The Background

Shannon Airport occupies a strategic location in the fastest growing business corridor in Ireland. It handles over 1.7 million passengers annually, offering world-class facilities. Other companies in the Shannon Group include Shannon Heritage, one of Ireland's largest visitor experience operators, and Shannon Commercial Properties, owning and managing over 400 buildings and 2,000 acres of land in the Shannon region.

Until 2012, Shannon Airport was part of Dublin Airport Authority (DAA). However, the Irish Government separated Shannon Airport to create a new entity that would support the development of the airport and the Shannon region. The airport required its own I.T. systems and adopted Oracle's E-Business Suite (EBS).

The system was hosted by Oracle, but it became clear that a support partner would be needed and a competitive tender was held. Claremont were recommended to Shannon and won the tender in April 2013 based on cost-effective pricing and delivery expertise.

Since that time, Claremont has supported the functional and technical delivery for Oracle financials, procurement, property, and HCM. Shannon also engaged Claremont to deliver DBA support for other back-office systems running on Oracle database technologies.

### Highlights

- Claremont has worked with the Shannon Group since 2013 providing continuous Oracle functional and technical support.
- The Shannon Group chose Claremont as a partner based on its cost-effective pricing and delivery expertise.
- The success of Claremont's delivery has led to a long term relationship, with the contract being continuously expanded and renewed.
- By migrating their EBS environments to Claremont's VM Cloud, Shannon benefitted from flexible support and a hosting solution optimised for Oracle environments.
- All incidents have been resolved within 10% of the four hours allowed by the SLA, demonstrating Claremont has the capacity and expertise to deliver on their promise.

### Client Testimonial

*"Claremont has been an excellent partner. They are highly proactive in their response; resolving problems quickly and their service levels are consistently good. We would have no hesitation in recommending their services to other large complex businesses such as ours."*

*Don O'Sullivan, Head Of Information Systems*



Shannon Group subsequently extended the use of Shannon Airport's Oracle EBS system to the other Group companies, delivering consistent business processes and minimising costs through shared back-office services. On completion of this project and based on the success of Claremont's delivery, Claremont's support contract was expanded to cover the entire Group and extended for a minimum of 5 years.

In 2018, Shannon Group migrated its Oracle EBS hosting and DBA support from Oracle Managed Cloud Services (OMCS) to Claremont.

## The Business Challenges

Having implemented Oracle EBS, Shannon Airport's main challenge was how to run and support this system. DAA retained the expertise and experience of running Oracle EBS and Shannon had to build a new support capability.

A further challenge was that Shannon also had to recruit new business users, thus the support function had to be capable of supporting a new system and new users from go-live.

A subsequent business challenge for Shannon was hosting. Shannon had become increasingly frustrated with OMCS's services – the cost was high, but service was often poor, inflexible and unresponsive.



## The Outcome

Claremont has provided continuous Oracle EBS functional and technical support to the Shannon Group of companies since 2013. The quality and proactiveness of our services is demonstrated by the number of Oracle EBS incidents having reduced year-on-year from over 150 in 2013 to fewer than 100 in 2016.

Claremont's commitment to being available 24/7, with a proactive and responsive approach, has ensured that management of Shannon's Oracle EBS environments has often identified and resolved issues arising before they can impact service.

When it came to hosting, Claremont was able to offer a solution by migrating Shannon's Oracle EBS environments to Claremont's Cloud. Built on Oracle VM and hosted in UK data centres, this delivers the benefits of a Cloud optimised for Oracle combined with Claremont's proactive and flexible support services.



Furthermore, Shannon has benefitted from improvements in the quality and agility of Oracle EBS DBA support. The entire service is managed by a UK-based Service Manager that provides monthly reporting and service reviews, delivered on-site when required. This ensures the service remains transparent and accessible to Shannon and new requests or issues are easily addressed.

Responsiveness and quickly resolving incidents are key to the quality of service provided (but used to be a source of complaint with Claremont's hosting predecessor). Unlike many Oracle Managed Service providers, Claremont provides SLAs for resolving incidents as well as responding to them.

This requires Claremont to resolve severity one issues within four hours for Shannon. Claremont's recent performance has ensured such incidents have actually been resolved within 10% of the four hours allowed by the SLA. Again, this demonstrates Claremont has the capacity and expertise to deliver on our promises.

Claremont's commitment to providing more than just a service has led to a partnership relationship with Shannon, which for several years has resulted in customer satisfaction scores being consistently high at 9/10.

A result of Claremont's excellent track record for delivery and high customer satisfaction with Shannon, Claremont's contract has been expanded and extended on no less than four occasions.

## The Future

Trust has been well-earned during Claremont's years working with Shannon. The relationship has developed from taking care of smaller-scale projects to providing a full managed service across Shannon's Oracle EBS and database technologies.

By providing a dedicated Service Manager that goes on site and adds real value to the relationship through service management and reporting, the partnership is well placed to manage future changes, from EU regulations compliance to the next upgrade to Oracle EBS 12.2.