CaseStudy

CLAREMONT

RAPID MIGRATION OF ARQIVA'S ORACLE E-BUSINESS SUITE FOR AN IMPROVED, PRO-ACTIVE AND PERSONAL PAYROLL OUTSOURCE SERVICE

THE CLIENT

Arqiva is a leading UK communications infrastructure company enabling a vibrant digital economy. It operates behind the scenes and is central to millions of vital connections.

Every day, Arqiva infrastructure and associated services enable millions of people and machines to connect wherever they are through TV, radio and the Internet of Things (IoT). Arqiva is an independent provider of telecom towers, with more than 8,000 active sites, and the only national provider of terrestrial television and radio broadcasting.

The Background

Arqiva has used Oracle E-Business Suite (EBS) to manage its payroll for a number of years. The business depends on the solution to pay its many employees and pensioners each month.

The Business Challenge

Arqiva's existing managed service contract was ending imminently, and the business needed a provider who could offer a Payroll outsource service – including payslip printing, BACS and HMRC submissions – in addition to EBS managed services.

Payroll is both business-critical and ever-changing. It is important to work with a trustworthy partner, with proven HCM outsource expertise, to help keep up with ongoing legislative changes to payroll.

Benefits

- Low impact, quick migration to a secure UK-based hosting environment
- A complete outsource service in which Claremont owns the business and support functions but the customer retains visibility and control
- Pro-active advice from Claremont's HCM experts to ensure that changes and upgrades are applied in the best way for the business
- Payroll is kept optimised and up to date with the latest changes in legislation and upgrades to Oracle HCM technology
- High quality functional, DBA and technical support means that any issues are fixed quickly
- Attentive, approachable, trustworthy service team that regularly spend time on site

Client Testimonial

""Claremont worked with us to proactively design new payroll processes to support both legislative and business change. To date they have delivered a great service and knowing they are contactable whenever I need them gives me genuine peace of mind during busy payroll periods."

**Shelagh Rolls ,
MCIPP dip Payroll and People
Administration Manager, Arqiva**

arqiva

The Solution

Claremont were selected for our approachable, highly skilled team of Oracle HCM experts, and hands-on approach to service delivery and support. We deliver a fix on fail service, with an incident resolution SLA.

In addition, we proactively advise Arqiva of upcoming changes within payroll and provide best-practice guidance and support on how they can be made within the Oracle system.
The transition project to Claremont's hosting happened seamlessly and extremely quickly, using our robust migration methodology. Since the existing solution was being decommissioned in 2-3 months, the team at Claremont had to work fast.

First we created the shadow instance of Arqiva's system, and kept it synchronised throughout the project's short lifecycle. Working closely with Arqiva, we performed multiple rounds of rigorous testing, and the new system went live, on Claremont's hosting environment, in record time.
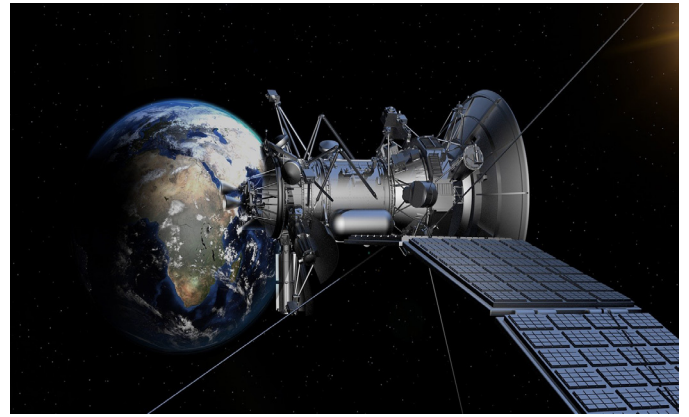
Claremont not only supplies Arqiva with hosting services, we provide fully comprehensive, payroll outsource and functional support services, on top of technical and DBA support. By testing upgrades and applying the latest patches, we offer first-hand, practical advice and guidance to Arqiva to ensure its business-critical applications are always kept optimised.

The Business Benefits

Having transitioned its system to Claremont in 2014, Arqiva now receives a pro-active, personal service. Other key benefits of the Claremont solution are:

- Low impact, quick migration to a secure UK-based hosting environment
- A complete outsource service in which Claremont owns the business and support functions but the customer retains visibility and control
- Pro-active advice from Claremont's HCM experts to ensure that changes and upgrades are applied in the best way for the business
- Payroll is kept optimised and up to date with the latest changes in legislation and upgrades to Oracle HCM technology

- High quality functional, DBA and technical support means that any issues are fixed quickly
- Attentive, approachable, trustworthy service team that regularly spend time on site

What's next for Arqiva and Claremont?

For improved and more efficient reporting, Arqiva has enlisted Claremont to implement Splash BI to replace Oracle Discoverer. This will be hosted in the Claremont Cloud, our UK-based Cloud service powered by Oracle VM.

Following the completion of this second project, Arqiva will benefit from a hybrid Cloud solution. The business will see the combined advantages of a traditional hosting solution with the increasingly recognised benefits of Cloud. Furthermore, Arqiva's users will benefit from a true Discoverer replacement without the burden of significant costs or technical complexity inherent in so many BI solutions.

> "Claremont worked with us to proactively design new payroll processes to support both legislative and business change. To date they have delivered a great service and knowing they are contactable whenever I need them gives me genuine peace of mind during busy payroll periods."

Shelagh Rolls ,
MCIPP dip **Payroll and People Administration Manager, Arqiva**

Choosing The Right Managed Services Provider

If you are looking for an Oracle partner who can help you with your Managed Services, goes about it the right way and can back up the talk, then contact us.

INNOVATE • INSPIRE • IMPROVE

ORACLE Gold Partner   INVESTORS IN PEOPLE | Gold   QMS ISO 9001 : 2015 REGISTERED   FSC