AN INVESTMENT IN KNOWLEDGE ALWAYS PAYS THE BEST INTEREST

THE CLIENT

King's College London is one of the top 10 UK universities (QS World University Rankings, 2020). King's provides world-class teaching and cutting-edge research and is based in the heart of London. The University has over 31,000 students (including more than 12,800 postgraduates) from some 150 countries and over 8,500 employees. Kings' vision is to educate, inspire and improve; research to inform and innovate; serve to shape and transform.

The Background & Business Challenge

A long-term user of Oracle technology with established and large databases, King's utilizes Oracle technology to support various business systems enabling university operations. Systems include Oracle E-Business Suite Human Resources (HR) and Payroll and the Strategic Information Technology Systems (SITS), with the latter being used to manage and improve every aspect of the student journey. SITS is a key system for King's used for purposes of recruitment, admissions, retention, student experience, student payments and grades: staff use this system to collect, collate, analyse, share and act on information to deliver the best experience for every student.

In 2015 Claremont began supporting King's College London by providing valuable insight into their Oracle estate and delivering best practice in technology estate management. The University was previously working with sub-optimal, ageing and expensive hardware in need of upgrade and keen to work with an experienced technology partner to assist with data migration and best practice.

Highlights

- Since 2015, Claremont has provided Oracle Managed Services to a leading UK university.
- Claremont partnered with the University in migrating Oracle databases from their existing hardware platform which was approaching end of life and was costly to run.
- Claremont stabilised the systems and provided highly experienced Oracle Database Administrators, including Oracle Human Resource and Payroll specialists, to oversee and manage their systems.
- Claremont remains the University's established and leading provider for extensive Oracle support, project and development work. We work with the in-house team/s to ensure that the systems are managed proactively, and that stability is maintained while reducing costs.
- We also advise the University on their Oracle licensing and how to remain compliant while minimising cost, for example delivering considerable savings by moving away from database Campus licensing.

Client Testimonial

"Claremont has been our partner for Oracle support, consultancy and licensing for over 5 years and I really appreciate the expertise and value they provide."

IT Supplier Management

The Solution

Claremont immediately addressed the business challenges posed by the ageing technology: ensuring platform stability and establishing a fixed price Managed Services contract comprising 2nd and 3rd line support for all the Oracle databases. Claremont also provided 3rd line functional and technical support for Oracle HR and Payroll and assisted with adhoc queries and offered flexible access to development services. These were delivered through call-off time or as projects (T&M or fixed price).

These managed services focused on delivery of quality, excellent and proactive service to King's, working as a true partnership between Claremont and King's technical teams. These services are delivered by UK staff and overseen by a Service Manager who delivers monthly and presents review reports with King's technical teams. The monthly review covers preventative maintenance and highlights problems before they happen. These services are backed-up with unrivalled SLAs for resolution of Incidents.

In 2017 Claremont assisted the King's team with the upgrade and migration of databases from Solaris to Linux servers running Oracle VM using a staggered approach, migrating one database at a time to ensure system stability. Linux is a tier one platform for Oracle yet runs on lower cost hardware, thus delivering cost savings compared to the old Solaris hardware. Additionally, running on a hard-partitioned Oracle VM platform delivers the operational flexibility expected of virtualisation, while ensuring compliance with Oracle's licensing rules.

In addition to provision of operational support on its servers, Claremont continues to act in an advisory role with regards to the streamlining of Oracle licensing to ensure that costs are reduced and at the same time maintaining compliance with Oracle licensing.

Claremont supported King's re-licensing their Oracle database estate, which has delivered significant cost savings. Assistance is also provided to King's on an adhoc basis covering database upgrades, server maintenance, data migration and data extracts as well as advising the university on disaster recovery plans.

Flexibility Is The Key To Stability

With a considerable number of students and staff accessing these databases, the benefits of Claremont's service to King's has been stability of the systems and reduced costs and down time. The team at King's is now supported by a whole team of Claremont's highly experienced Database Administrators and Oracle payroll specialists.

Unlike other Managed Services Providers, Claremont offers our clients a resolution service level agreement (SLA). In the past year, King's has raised 68 system faults, which have all been resolved by Claremont well within the agreed service levels. A key example of this is with Priority 1 faults.

Claremont has a contractual resolution time of 4 hours and on average these faults have been resolved in just over one and a half hours, ensuring that we maintain our philosophy of going the extra mile and guaranteeing a great service to our clients.

King's College London has benefitted from an ongoing and trusted relationship with Claremont. The relationship has meant that recruitment and retention of in-house Oracle specialists was not required, thus saving costs and benefitting from a specialist partner who can anticipate and advise on problems before they arise, ensuring systems are secure, uninterrupted and performing optimally.

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> **IT Supplier Management**

Choosing The Right Managed Services Provider

If you are looking for an Oracle partner who can help you with your Oracle Managed Services and goes about it the right way and can back up the talk, then contact us. If you would like to find out more about the E-Business Suite updates or have a question, you can email us at info@claremont.co.uk or phone us on +44 (0) 1483 549004.