



Story: Business & technical support for planning in Oracle's EPPM solution
Capital Investment Budget : 15bn (5 years 2015-2020)
Operations: England
Employees: 4,700

Customer Profile

This organisation is the owner and infrastructure manager of most of the motorways and major roads in England.

Challenge

Like many large organisations, this client was struggling:

- to manage several thousand users with varying levels of expertise and experience
- to manage small, medium, large and very large projects and programmes in the same tool
- to manage an outsourced SaaS environment
- to integrate third party software
- all this with a large and predominately contractor base workforce

Solution

HPS provided:

- its ITIL based support desk process and software to provide
 - Application Service Management (ASM)
 - Application Maintenance Service (AMS)
 - Application Development Service (ADS)
- a process to capture and manage support issues to resolution
- access to training
 - P6 administrator
 - end user training (planner, scheduler and resource management)
 - with courses tailored to the organisations way of managing projects and programmes

Benefits

This organisation now has:

- a solid industry recognised (ITIL) process for managing P6 support
- on tap a organisation that can assist with business and technical questions around planning, scheduling and resource management
- access to P6 training bespoke to their organisation way of managing projects
- an Oracle certified and specialised partner on call with SLA's to support its team of planners and resource managers
- expert independent help in resolving integration and technical issues within the Oracle SaaS Cloud service

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