

Uptime. All the time.



Metroline



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# dsp helps Metroline manage the upgrade and provide support for critical systems with their managed services offering

## Summary

The IT department at Metroline ensures the technology infrastructure is in place so that the company can run their fleet of over 1,200 buses and carry over 250 million passengers each year in one of the world's busiest cities. Metroline were due a standard upgrade of their E-Business Suite however there was an underlying DBA resource issue which resulted in limited support to critical systems.

dsp were chosen not only for the management of the upgrade, but to also provide continuous managed services so that Metroline were able to access the expertise of DBAs, without having to commit to employing them on a full time basis.

This enabled Metroline to improve their business processes, maintain critical systems whilst managing budget expectations.

## Requirement

In addition to the Oracle E-Business Suite upgrade requirement and the underlying database, Metroline were looking at solutions to overcome the following issues:

- There were limited resources to cover the maintenance of the E-Business Suite which caused difficulties when key staff were away.
- There was no dedicated DBA assigned to E-Business which resulted in limited development and customization of the interface to suit the business' needs.
- There was no automated monitoring or altering taking place to manage the system.

Whilst all of the above issues required investment in a dedicated resource, it was not required on a full time basis. Metroline essentially needed access to the skills of an experienced DBA and not have to employ them on a full time basis.

Underpinning this was the need for guidance on Oracle backup and disaster recovery.

## Solutions

The initial objective for dsp was to ensure that the application and database were seamlessly upgraded and the necessary backup and recovery solutions were implemented. The delivery of this was on time and to budget which gave Metroline the confidence that dsp were the right technology partner for them.

The second phase was to ensure that there was a level of support provided to maintain the systems and databases. To meet the requirements of Metroline two options were agreed:

DBAdirect 24\*7- with this option, Metroline were guaranteed access to a team of DBAs who offered proactive, automated monitoring and alerting.

APPSdirect - this is an E-Business Suite functional and customisation support service, providing access to developers and functional consultants, on-demand.

## Business results

One of the core benefits of the Managed Service offering for Metroline was the priority 24\*7 access to a pool of expertise. This catered for all fluctuations in the resources which included the impact from holidays, sickness and training leave.

The second key benefit was the cost savings due to the need for an extra E-Business Suite DBA, developer and functional consultant was eliminated.

Above all, Metroline had the peace of mind that their E-Business Suite was being managed by a team of experienced professions, who shared best practices from the industry and applied it to the Metroline business.

*“dsp have become our Oracle partner of choice. They are committed to providing quality consultants, advice and support and do so in a professional and caring fashion. With a recent successful upgrade of the E-Business Suite, we certainly feel very comfortable with dsp”.*

**Naresh Patel, Head of IT, Metroline.**