



Arval bv  
Houten, The Netherlands  
www.arval.nl

#### Industry:

Financial Services

#### Employees:

200

#### Oracle Products & Services:

Oracle Database  
Oracle Diagnostic Pack  
Oracle Tuning Pack  
Oracle Management Pack Plus  
for SOA  
Oracle WebLogic Server  
Oracle Application Server  
Oracle BPEL Process  
Manager  
Oracle Integration and Enterprise  
Service Bus  
Oracle JDeveloper  
Oracle Portal  
Oracle Business Intelligence  
Suite Enterprise Edition  
Oracle Support

**“Using Oracle technology for our new service-oriented architecture means that we now have applications that guarantee flexibility, reusability, and efficiency. This helps us to better support the rapid changes in the market and to remain forward-thinking as a business.”** – Bart van Weele, IT Director, Arval bv

## Arval Deploys Service-Oriented Architecture, Ensuring Position as a Trail-Blazer in the Car Leasing Industry

Arval, an international car-leasing company, manages fleets of 20 to 5,000 cars, providing passenger cars, vans, and light-goods vehicles of every make and for every sector. Since 1989, the company has experienced substantial growth and has risen to become one of the top four car-leasing companies in the Netherlands.

### Challenges

- Retain dynamic and forward-thinking reputation in the car-lease market through custom-made applications, including customer relationship management, contracts, repair, and invoice processing applications
- Make the custom-made applications more flexible and maintainable
- Migrate multiple user interfaces to a single homogenous environment for improved user convenience
- Provide management with greater insight into the business

### Solution

- Introduced a service-oriented architecture (SOA) based on Oracle technology that allowed the complexity of invoice processing to be reduced to small, independent pieces of logic, making development and maintenance faster, less expensive and more responsive to business needs
- Reduced the processing time for invoices from a few days to a few hours
- Reduced the number of full time employees needed to process invoices received
- Provided an easy-to-use solution for employees with Oracle Portal by enabling users to view all applications from one access portal
- Created a dashboard with management information, such as the number of invoices processed, and made this available at the right place in the access portal
- Allowed Arval to conduct proactive monitoring and performance improvements of the layered SOA environment through the use of Oracle Enterprise Manager and Oracle management packs