



Danske Spil
til glæde og til gavn

Danske Spil A/S
Brøndby, Denmark
www.danskespil.dk

Industry:

Media & Entertainment

Annual Revenue:

US\$2.3 billion

Employees:

270

Oracle Products & Services:

Oracle Premier Support
Oracle MetaLink
Oracle Database Enterprise Edition
Oracle Application Server Enterprise Edition
Oracle Developer Suite
Oracle Partitioning
Oracle Diagnostics Pack
Oracle Tuning Pack

“Without the guarantee we get from Oracle Premier Support for access to support 24x7, which helps us keep the system running with 100% up-time, it would be difficult for us to take responsibility for the enormous amount of money the Danish people invest on a daily base in our business.” – John Allan Larsen, IT Operations Manager, Danske Spil A/S

Danske Spil Ensures Maximum Uptime with 24x7 Support

Danske Spil, comprised of Danske Spil A/S and its subsidiary company Dansk Automatspil A/S, offers more than 25 different games and lotteries including number games, sports games, and instant scratch cards. Danske Spil has more than 250,000 registered users on its gaming Web site. Majority-owned by the Danish State, the remaining shares are held by The Danish Sports Federation (DIF) and The Danish Gymnastics and Sports Association (DGI).

Challenges

- Maintain expected high performance, short response times, and quality service despite increasing transaction volume
- Provide real-time information to support online drawings that require immediate updates to results, prices, and prognoses
- Support expansion of internet gaming access to all hours of the day

Solution

- Implemented Oracle Premier Support to maintain a high level of service for its Oracle infrastructure software—especially important in critical situations
- Gained confidence with unlimited, lifetime support of former Oracle Database versions, ensuring that the company is not forced to update the databases before the business need arises
- Delivered 24x7 sense of security
- Provided IT employees with access to the newest Oracle knowledge and releases from Oracle *MetaLink*—the single point of entry to technical information and Online support
- Empowered database administrators and developers to use the Oracle *MetaLink* FAQ to independently solve potential challenges—like database partitioning—without opening service requests
- Enabled 3,900 agents to generate and search prizes and coupons with a minimum of response time
- Gained the option to upgrade to a newer and larger version of Oracle Database which would store all new and historical game data (78 weeks)
- Offered free technical online training via Oracle *MetaLink*