



## Oracle Customer Spotlight



### ENTERPRISE RENT-A-CAR

St. Louis, MO  
www.enterprise.com

### INDUSTRY:

Travel & Transportation

### ANNUAL REVENUE:

US\$9.5 billion

### EMPLOYEES:

66,700

### ORACLE PRODUCTS & SERVICES:

Oracle Enterprise Manager

**“Oracle Enterprise Manager has helped us raise visibility of best practices across the company, improving quality of service. With Oracle Enterprise Manager enabling increased efficiencies, we now have more resources to dedicate to providing value to the business.”**

– John Young, Systems Architect,  
Enterprise Rent-A-Car

## Enterprise Rent-A-Car Improves Productivity and IT Management Efficiency

Founded in 1957 and headquartered in St. Louis, Enterprise Rent-A-Car is an internationally recognized brand with the largest fleet of passenger vehicles in the world today, more than 700,000 cars and trucks. Enterprise also operates a network of 7,000 neighborhood and airport rental locations in the United States, Canada, the U.K., Ireland, and Germany. Enterprise of North America is part of a global strategic alliance with Europcar, creating the world's largest car rental network.

### Challenges

- Improve operational efficiencies, productivity, and business visibility
- Enable the company to effectively monitor databases across different environments
- Minimize performance issues and improve service quality

### Solution

- Implemented Oracle Enterprise Manager to manage Oracle databases in a proactive mode, rather than reactive
- Migrated from proprietary legacy software to an open, standards-based IT infrastructure, reducing system management costs by 20%
- Improved operational efficiencies, productivity, and business visibility by a factor of 25% after implementation Oracle Enterprise Manager
- Managed and monitored more than 300 Oracle databases, which included mission critical applications for renting cars
- Benefited from key performance management capabilities, including monitoring, performance diagnostics and tuning, configuration management, and change management
- Resolved potential performance issues quickly without additional resources to improve service, increase productivity, and reduce critical alerts by 90% during the first few months
- Laid the foundation for expanded use of Oracle Enterprise Manager to be a part of the company's management of the modern applications environment using a top-down approach