



Oracle Customer Spotlight



THE EVANGELICAL LUTHERAN GOOD SAMARITAN SOCIETY

Sioux Falls, SD
www.good-sam.com

INDUSTRY:

Professional Services

ANNUAL REVENUE:

US\$898.6 million

EMPLOYEES:

24,000

ORACLE PRODUCTS & SERVICES:

Oracle Beehive On Demand
Oracle Real Application Clusters
Oracle Database

IMPLEMENTOR:

Oracle Consulting

“Oracle Beehive On Demand will provide us with the dynamic messaging capabilities to enable users across our growing organization to easily communicate in an efficient manner. It will also ease maintenance requirements for our IT staff by pursuing a hosted approach on a unified platform.”

– Dennis Kaufman, Director of Desktop and Network Services, The Evangelical Lutheran Good Samaritan Society

The Evangelical Lutheran Good Samaritan Society Ensures Organizational Scalability with Consolidated Enterprise Messaging Solution

The Evangelical Lutheran Good Samaritan Society is a Christian social ministry organization that seeks to provide shelter and supportive services to older persons and others in need. The organization has more than 230 locations across the United States.

Challenges

- Replace legacy communication collaboration applications to provide the organization with a modern, highly available and unified messaging platform
- Provide a scalable solution that can meet the needs of the growing not-for-profit organization that must communicate among 230 facilities and its headquarters

Solution

- Migrated 230 facilities and 5,500 users at the Good Samaritan Society to a single instance of Oracle Beehive On Demand in just eight months—housing applications and data in the organization’s own data center, with Oracle On Demand managing the application and technology stack
- Gained a stable platform and high performance capabilities that exceed current organizational needs to support future growth
- Gained the flexibility to meet the organization’s unique requirements, such as the ability to set up shared accounts
- Facilitated user adoption by providing an easy-to-use e-mail client that provides intuitive drag-and-drop functionality and consistent look and feel for Web, mobile, and standard e-mail applications
- Improved messaging capabilities for and productivity of traveling staff by enabling users to prepare e-mails offline, which then automatically synch with the organization’s central e-mail system when a user reconnects
- Gained the ability to add capacity quickly, as needed, with Oracle Real Application Clusters to ensure scalability
- Worked with Oracle Consulting to facilitate a smooth migration
- Planned to implement teamwork spaces to facilitate more effective project collaboration, reduce document redundancy, improve version control, and optimize network resources
- Planned to reduce system maintenance requirements by standardizing onto a single, enterprisewide messaging platform