



infinitas learning
Houten, The Netherlands
www.infinitaslearning.com

Industry:

Media & Entertainment

Annual Revenue:

US\$453 million

Employees:

1,337

Oracle Products & Services:

Oracle Real User Experience
Insight

“Now that we have Oracle Real User Experience Insight we can see precisely where a problem occurs in our digital supply chain and who needs to resolve it. This ability is a necessity when it comes to monitoring the quality of digital provision, being able to guarantee the service level agreements (SLAs), and above all, complying with those SLAs.”

– Jean-Pierre Miani, Technology Officer, infinitas learning

infinitas learning Increases Customer Satisfaction and Reduces Support Costs

infinitas learning (infinitas), previously the educational division of Wolters Kluwer, is one of the leading providers of innovative and multimedia education and teaching aids. The company’s extensive printed and digital product portfolio is specifically designed to improve and augment the teaching process and to raise educational standards at every level. infinitas operates in seven European countries and has agents worldwide.

Challenges

- Facilitate the successful application of a new business model—the supply of digital content to students—through digital supply chain management and governance
- Provide the ability to quickly and proactively trace problems in digital content provision to infinitas, the hosting provider, the publisher and distributor, the educational institution, or the student
- Ensure that completed service level agreements (SLAs) are within compliance regulations and that the quality of provision can be monitored from each individual student’s perspective

Solution

- Implemented Oracle Real User Experience Insight to enable infinitas to identify and resolve content delivery issues easier and quicker
- Enabled continuous end-point monitoring of the digital supply chain to ensure content delivery quality
- Provided the flexibility to establish tailored SLAs for each educational institution
- Alerted the appropriate content management teams automatically when SLAs were in danger of not being met
- Improved customer satisfaction by easily and quickly identifying which individual students were experiencing problems like performance bottlenecks and content delivery failures
- Reduced expenditure on support and the helpdesk by shortening problem identification and resolution cycles