



Ministry of Defence  
London, England  
www.mod.uk

### Industry:

Public Sector

### Annual Revenue:

US\$50 billion

### Oracle Products & Services:

Oracle Database  
Oracle Real Application Clusters  
Oracle Enterprise Manager  
Oracle User Productivity Kit

**“Oracle’s maximum availability architecture has replaced our complex, static, high-maintenance infrastructure with a high-performance platform that provides unrivaled agility, real-time responsiveness, and continuous availability at the lowest cost for one of the Army’s most critical systems.”**

– Martin Abbott, Head of UNISOFT, UNICOM, Ministry of Defence

## Ministry of Defence’s UNICOM Saves US\$4.5 Million and Cuts Support Costs by 75% with Centralization

The Ministry of Defence is United Kingdom’s government department dedicated to defense policy and the headquarters of the British Armed Forces. UNICOM is one of the ministry’s largest computer systems, supporting 12,500 user terminals deployed in 450 Army units worldwide. The system manages the stores, equipment, munitions, and imprest accounting facilities needed to sustain all military units and “out-of-barracks” operations when military units are on active service.

### Challenges

- Reduce the cost of maintaining a distributed fleet of 450 servers, terminals, and software in over 300 locations worldwide
- Provide chain of command with timely visibility of all assets
- Build a simplified, agile environment with the scalability to support the dynamic needs of the army at the lowest cost

### Solution

- Decommissioned a dedicated “one-unit-one-server” system in favor of a shared grid architecture built on Oracle Database and Oracle Real Application Clusters, managed centrally
- Replaced 450 individual databases with a two-cluster system that includes three databases and four application servers per cluster, giving each unit its own discrete, secure, virtual partitioned database
- Split clusters between two separate buildings, 100 meters apart, and replicated data in real time between the two sites to protect against unavailability of UNICOM, if one building is lost
- Went live in three months and within budget
- Streamlined staff adoption and cultural shift to centralization by using Oracle User Productivity Kit to develop training materials and deliver context-sensitive, in-application support
- Benefited from a single, global data entry point and access interface for all army supply and equipment information to provide timely updates to the commanding officer in each unit
- Cut support costs by 75% through centralization and by using Oracle Enterprise Manager’s automated, proactive tools to manage both the Oracle Database and third-party applications
- Saved US\$4.5 million over three years by removing the need for hardware and software where units are deployed