



Oficina de Cooperación
Universitaria (OCU)
Madrid, Spain
www.ocu.es

Industry:

Professional Services

Annual Revenue:

US\$21.5 million

Employees:

250

Oracle Products & Services:

Oracle Support

“Oracle Software Configuration Manager available through Oracle Support, has enabled us to accelerate by 50% the time required for opening cases and managing them in Oracle MetaLink. It simplifies and automates the information input process.” – Carlos Luís Cubas, Technical Services Director, Oficina de Cooperación Universitaria (OCU)

Oficina de Cooperación Universitaria (OCU) Simplifies and Accelerates Logging Support Requests

Established in 1994, Oficina de Cooperación Universitaria (OCU) provides universities with an integrated enterprise management solution through UNIVERSITAS XXI, its proprietary enterprise resource planning (ERP) software. It also provides consulting, training, and IT development and support services. OCU’s client list includes more than 60 universities in Spain and Latin America.

Challenges

- Simplify and accelerate logging of IT support requests with Oracle for any of the 400 Oracle databases and applications hosted by OCU on 35 servers
- Automate the introduction of system configuration for all development environments (versions, licenses, patches, and other system and application features) to accelerate the case-opening process
- Make the case-opening process easier and enable users outside of the IT department to open cases, freeing the IT staff for other priority initiatives

Solution

- Reduced by more than 50% the time required to open a case in MetaLink thanks to automatic system configuration
- Deployed Oracle Software Configuration Manager, a tool offered by Oracle Support, to help OCU simplify the event-opening process in Oracle MetaLink
- Increased the number of staff with capacity to manage cases in MetaLink—from 6-to-10 staff members, to 50-to-60 staff members, making it faster and easier to open cases
- Enabled a wider range of system users to open an increased number of cases—up to 250 per year—with the user-friendly system
- Increased by 40% the number of support issues reported to Oracle with the easier-to-use system