



Oracle Customer Spotlight



Production Services Network Goes Live with ERP Planning System in Six Months with Further Roll Out in Two years

PRODUCTION SERVICES NETWORK

Aberdeen, Scotland
www.psnworld.com

INDUSTRY:
Oil & Gas

ANNUAL REVENUE:
US\$1 billion

EMPLOYEES:
8,500

ORACLE PRODUCTS & SERVICES:
Oracle E-Business Suite On Demand

“Oracle On Demand made it possible for us to go live with our key enterprise resource systems in a stable, reliable environment within a tight, six-month timeframe.”

– Carol Meldrum, Business Systems Support Team, Production Services Network

Production Services Network (PSN) is a specialist provider of engineering, operations and maintenance services to the owners of energy assets around the world. The company was formed on May 1, 2006 following a management buyout from KBR Halliburton. It is now one of the top ten largest private Scottish companies. Since 2006 PSN has enjoyed a 70% growth in revenue with international revenue growing by 135%, to account for 55% of total revenue.

Challenges

- Build a scalable, robust platform to develop and incorporate best practices and industry standard processes that can be utilized all across
- Ensure near 100% uptime for critical applications with maximum security and performance at a predictable cost
- Provide timely solutions to problems and successfully perform requested activities within agreed service windows to minimize disruption and downtime for the around-the-clock business
- Eliminate the need for a large, upfront technology investment
- Enjoy quality, consistent technical support and regular system upgrades, refreshes, and patch downloads without incurring the cost of retaining in-house database administrators and a large support team

Solution

- Selected Oracle On Demand and went live with Oracle E-Business Suite to ensure business deadline of six months
- Rolled out Oracle E-Business Suite applications on a single platform to 2,000 active users across the global PSN network within two years
- Developed partnership between key personnel and Oracle On Demand account management team with 99.95% system availability in 2008, exceeding the service level agreement of 99.71%
- Capitalized on the seamless scalability of Oracle infrastructure and applications to roll out the system throughout the global network
- Extended Oracle On Demand contract to three years at the end of the first year, to build on the benefits of high availability, scalability, predictable cost, and expert support
- Benefited from liaison between On Demand team and other Oracle divisions to help achieve a more timely resolution to queries