



Public Power Corporation S.A.
Athens, Greece
www.dei.com.gr

Industry:

Utilities

Annual Revenue:

US\$6.73 billion

Employees:

26,208

Oracle Products & Services:

Oracle Financials
Oracle Database
Oracle Advanced Customer Services

“We have a very good working relationship with Oracle, and we have seen great improvements since we started working together. Our upgrade to Oracle Financials 11.5.9 was very smooth and quick, and we look forward to a similar problem-free upgrade to Oracle Database 10g.” – Konstantinos Gilalelis, Operations Manager, Public Power Corporation S.A.

Public Power Corporation Optimizes Value of Software Investments and Ensures Rapid Financial Reporting

Based in Athens, Public Power Corporation S.A. has been generating and supplying electricity to the Greek residential and business market since 1950. It is the largest power generation company in the deregulated Greek market and the country’s only electricity supplier, delivering power to approximately 7.2 million customers. The company went public in 2001, and its stock is listed on the Athens and London stock exchanges, creating a need to deliver timely and accurate financial reports, and to demonstrate business efficiency and value to shareholders.

Challenges

- Optimize the value of Public Power Corporation’s strategic investment in Oracle Database and Oracle applications by ensuring fast and smooth upgrades to new versions of the software
- Maintain high availability of Oracle Financials for the company’s more than 2,000 users of the software
- Ensure that Oracle Financials delivers optimum performance even at peak user times, such as during monthly financial closing and reporting periods
- Ensure that any issues arising from customizations made to Oracle Financials are quickly and satisfactorily addressed

Solution

- Contracted with Oracle Advanced Customer Services for proactive, 24/7 support for Public Power Corporation’s Oracle database and applications infrastructure
- Ensured business continuity by completing an upgrade from Oracle Financials version 11.5.7 to version 11.5.9 in just three business days with no problems
- Optimized performance of Oracle Financials across a 2,000-strong user base by using Oracle Advanced Customer Services performance analysis and configuration tools
- Increased user productivity by identifying and quickly addressing a problem arising from a customization to Oracle General Ledger that was slowing down end-user response times
- Aided timely financial reporting by using performance analysis and load balancing tools to ensure access to Oracle Financials for more than 500 concurrent users at peak reporting times