



Voca
Hertfordshire, United Kingdom
www.voca.com

Industry:

Financial Services

Annual Revenue:

In excess of £80 million

Employees:

400

Oracle Products & Services:

Oracle Database
Oracle Real Application Clusters
Oracle Reports
Oracle Financials
Oracle Advanced Customer Services

“Oracle Advanced Customer Services has been instrumental in providing us with a world leading transaction technology platform.” – John Hewett, Platform Services Manager, Voca

Voca Supports Over 100 Million Global Transactions Each Day with New Technology Platform

Founded in 1968, Voca, formerly BACS Limited, is one of the world’s largest and most advanced providers of payments services to banks and corporates. In 2005 it processed 5 billion automated payments worth over €4.5 billion for 100,000 businesses, including all of the FTSE 100. Its technology drives Direct Debits and over 90% of salaries in one of the world’s leading financial centres securely and without fail. In Europe, Voca is the largest processor of direct debit and direct credit transactions, offering a global service with multi-currency capability and direct access to corporates through its new IP-based submission channel.

Challenges

- Replace existing technology infrastructure—hardware and software—with a flexible technology platform able to support global volumes in excess of 100 million daily transactions
- Improve customer service by offering online interaction and direct corporate access

Solution

- Introduced a new technology platform built on Oracle Database, Oracle Real Application Clusters, and Oracle Reports to support large and growing volumes of transactions
- Provided customers with efficient online interaction and electronic payment services
- Supported transactions using Oracle Reports to produce around 60,000 reports on a peak day—about one report per second
- Implemented Oracle Real Application Clusters to ensure data availability between data centers, as well as to provide scalability as requirements grow
- Ensured efficient installation, testing, and maintenance of the Oracle technology platform using Oracle Advanced Customer Services from Oracle Support, including a full-time on-site Oracle service-delivery engineer