

## ORACLE PRIORITY SERVICE KEEPS VIASAT ON THE FAST TRACK IN WIRELESS COMMUNICATIONS



ViaSat, Inc.  
Carlsbad, CA  
www.viasat.com

### Industry:

Wireless Communications Manufacturing

### Annual Revenue:

\$434 million

### Employees:

1,400

### Oracle Services:

Oracle Premier Support  
Oracle Advanced Customer Services  
Oracle Priority Service

### Oracle Products:

Oracle E-Business Suite Discrete Manufacturing  
Oracle E-Business Suite Financials  
Oracle E-Business Suite Human Resources Management System  
Oracle Database 9i  
Oracle Application Server 10g

### ViaSat, Inc. Key Benefits:

- Optimized system availability to nearly 99.99%
- Received expert guidance, leveraging best practices for superior performance
- Reduced resolution time by 65% with Priority Service
- Increased technical knowledge from preferred access to Oracle experts

*“Maintaining our leadership position in satellite communications demands high availability and fast problem resolution. We chose Oracle Priority Service to ensure new products, upgrades and patches are implemented quickly and smoothly, and to guarantee rapid turnaround on any support issues. Achieving a 65% reduction in our resolution time, Priority Service exceeded our expectations.”*

*- Gordon Dankberg, Director of Information Systems, ViaSat, Inc.*

Staying on schedule is critical for a business on the fast track, and ViaSat is definitely a company on the move. For twenty years, ViaSat has achieved tremendous success manufacturing satellite ground systems and other wireless communication products to serve both commercial and military markets. The company has been honored for its superior growth and performance by *Inc.*, *Forbes*, *Fortune*, *BusinessWeek*, *Business 2.0*, and *Red Herring*.

Recognizing the importance of meeting its deadlines and keeping productive at all times, ViaSat chose Oracle Priority Service—one of Oracle’s Advanced Customer Services offerings—to keep its business running on schedule. Through a highly integrated service partnership with Oracle, ViaSat is able to speed the adoption of new software releases, updates, and patches, quickly resolve system problems, and keep its business running around the clock.

### Maximizing Availability Increases Bottom-Line Revenues

Like many manufacturing businesses, ViaSat strives for innovative designs, quality products, and fast time to market. These challenges are intensified by many different business models that support one of the broadest product lines in the industry—such as high-volume commercial products, custom-built products, and products to meet government requirements.

By using Oracle products throughout the company and by keeping its systems available at all times, ViaSat’s productivity and bottom-line revenues have significantly improved. “Thanks to

*“Priority Service keeps our mission-critical systems running at peak efficiency around the clock. It gives us peace of mind knowing that when problems do occur, we get the attention and expertise needed to resolve them quickly.”*

**Gordon Dankberg, Director of Information Systems, ViaSat, Inc.**

Oracle, we’ve been able to minimize downtime affecting our daily users,” says Gordon Dankberg, Director of Information Systems. “We continually achieve availability approaching 99.99%. Maintaining our track record of superior uptime is critical to our business success.”

To benefit from the latest features and technology enhancements, Dankberg and his IT team stay current with new software releases, updates, and patches. “Priority Service enables us to get through the upgrade process much faster, keeping my department on schedule. In particular, it helps our in-house Oracle systems experts conserve their valuable time. Since we are confident that the Oracle support team will resolve any issues quickly, we can count on smooth software upgrades, patch installations, and testing,” says Dankberg.

### **Staying Proactive with Trusted Oracle Expertise**

As with all Priority Service customers, a Priority Service Manager (PSM) is assigned to the ViaSat account to proactively provide personalized support management around the clock. The PSM understands ViaSat’s business and technical priorities, as well as how to navigate the Oracle organization—calling on an extended team of support analysts, developers, and other subject matter experts as needed.

When ViaSat hands over a production-critical issue to Oracle’s support engineers anywhere around the globe, the PSM makes sure those transitions go smoothly. Oracle experts work on the problem around the clock, so when ViaSat’s IT staff returns the next day they immediately know the status and get a quick resolution. “When we were going live after an upgrade, Oracle engineers worked throughout the weekend to make sure that a critical issue was resolved. Since we can count on a rapid response from Oracle support, my IT team can focus on supporting the development of our wireless products.”

The Priority Service Manager also leads quarterly reviews to discuss the organization’s plans, anticipate problems to avoid escalations, assess performance against best practices, and ensure ViaSat is receiving the most value from Oracle. During the quarterly meeting with Dankberg and his team, the PSM reviews the support activity for the quarter and the statistical measures. With this information, Dankberg is better able to determine where to focus his team’s future efforts.

*“With Oracle Priority Service our CRM systems are continuously available, enabling us to provide our customers with outstanding service.”*

**Gordon Dankberg, Director of Information Systems, ViaSat, Inc.**

### **Faster Resolution Times Keeps ViaSat on Schedule**

ViaSat’s products enable fast, secure, and efficient communications, and the company expects its business to function with the same high level of speed and efficiency. To meet its demanding product schedules, it is crucial that all system issues be resolved expediently.

With Priority Service, ViaSat is assured front-of-the-line service for its entire Oracle technology stack. As a result, it reduced ViaSat’s issue resolution time by 65%. All service requests submitted to the Oracle global support organization receive priority handling and routing to the analyst with the highest skill level for each particular problem. If necessary, Oracle developers get involved to provide the expertise necessary for a rapid response.

Oracle assigns severity indicators to requests, ensuring the most critical problems receive the highest attention in the support queue. “The Severity 1 and Severity 2 issues are the ones that can impact our production operations,” says Dankberg. With Priority Service, ViaSat is confident that its Severity 1 and 2 issues will be responded to within 1 and 2.5 business hours, respectively. “With Oracle Priority Service, we realized a 55% reduction in the resolution time of our Severity 1 and Severity 2 issues,” notes Dankberg. And, regardless of the priority status of an issue, ViaSat knows it can expect a response from Oracle by at least the next business day.

Like most public corporations, end-of-quarter and fiscal year-end are critical times for ViaSat. Clearly, it is important to resolve any system issues during that period quickly. “Priority Service is a huge advantage to us during these times,” says Dankberg. “We know we can count on our Oracle business applications to be available when we need them.”

### **Benefiting from Preferred Access to Oracle’s Technical Resources**

Like all Oracle support customers, ViaSat benefits from OracleMetaLink, Oracle’s exclusive Web support portal. Using this single source for up-to-date support information and communications, ViaSat has access to thousands of tips, best practices, and frequently asked questions. Moreover, as a Priority Service customer, ViaSat’s online Priority Service portal is customized for rapid access to problem diagnosis and resolution metrics, account contacts and quarterly reviews.

With Priority Service, ViaSat also profits from access to product Webinars, chats, and other events with Oracle experts. This distinguished relationship with Oracle developers and subject matter experts allows ViaSat's IT staff to tap into a wealth of knowledge. "We plan to implement a RAC (Real Application Clusters) architecture in the near future. During a recent Webinar, we gained valuable information from Oracle subject matter experts on exactly that topic," says Dankberg.

### Why Oracle?

In 2001, ViaSat chose Oracle business applications to help the company manage its business models, inventories, finances, customer relationships, and more. Recognizing the importance of meeting its deadlines and keeping its employees productive at all times, ViaSat chose Oracle Priority Service in January 2006 to ensure faster turnaround on all support issues. With about half of its employees holding degrees in engineering, ViaSat understands and values superior technology. It was an obvious decision to choose Oracle application products to drive its business, and Oracle Priority Service—one of Oracle's Advanced Customer Services offering—to stay on schedule.

### Implementation

ViaSat first implemented Oracle E-Business Suite v.11.5.4 in phases, starting with its Atlanta-based businesses at the end of 2001. In 2002, it added its Phoenix and Maryland offices and upgraded to v.11.5.6. It completed its core implementation at its corporate Carlsbad offices in 2003, replacing the Baan system it was using. In 2004, it upgraded its entire environment to v.11.5.8, and added the Oracle CRM suite in 2005. In early 2006, in partnership with Priority Service, ViaSat successfully completed a seamless upgrade to version 11.5.10, performing most of the work with its own in-house Oracle expertise. ViaSat is now taking a close look at Oracle's Advanced Supply Chain Planning suite to augment its V-Chain™ (supply chain) initiative. It is also looking forward to moving to Oracle's next generation Fusion applications.

*ViaSat produces innovative satellite and wireless communication products that enable fast, secure, and efficient communications to any location. Its products include satellite networks and antenna systems, tactical datalink terminals (MIDS), HAIPIS-compliant secure IP networking, tactical mobile IP networking, and communication simulation and training systems.*