

## FROM VISION TO CONTROL: A CUSTOMER JOURNEY

# How Oracle Global Licensing Advisory Services (GLAS) helped a global Financial Services business analyse, evaluate and optimize its Oracle IT investments



## Determining the big picture

### Answering the key commercial questions

A major global bank had just welcomed a new IT and procurement leadership team. The team wanted to pave the way to financial success—starting with the commercial management of their Oracle usage.

Their initial aim was to optimize value and reduce any risks within their Oracle contracts. By starting with greater visibility into actual database, middleware, and applications usage within the bank (and how that matched against existing contracts and subscriptions), they sought to understand, and effectively manage the full lifecycle of Oracle assets.

## Oracle GLAS solutions: Supporting the customer journey

### A multi-phased approach with multiple services from Oracle GLAS

Oracle GLAS services were critical to helping the bank establish full control of their Oracle entitlements. First, the Entitlement Intelligence service was used to make sure the customer had complete clarity on their Oracle software investments. Then, the License Knowledge Transfer service helped educate their team on the applicable licensing metrics and policies from Oracle.

Once they had a blueprint to work to, they started using the Deployment Optimization service on a quarterly basis, regularly evaluating their usage and analysing opportunities to gain better returns on their investments.

But that's not their only benchmark. Annually, they make use of the Investment Economics service from Oracle GLAS to further ascertain the value they get from their Oracle deployments.

And right now, the bank is in the middle of a big cloud migration, using the Cloud Sizing service. The clarity that has been delivered by wider Oracle GLAS services has given the customer the confidence they needed to move forward with this migration program.



## CONFIDENCE

### Insights gained

#### A good start leads to ongoing improvements

The IT and procurement teams have found massive value in laying the foundations of Deployment Optimization with Oracle GLAS before engaging in Cloud Sizing. It has provided them with a clear picture of their current on-premise usage before they migrate to the cloud. Furthermore, the exercise of Cloud Sizing has revealed additional opportunities to use existing licenses in the cloud, and to recognize even greater value from their existing investments.

### Next steps

Visit our website for more information about all of the services available from the Oracle GLAS team, and how they can be combined to provide a custom solution for your business.

[www.oracle.com/goto/glas](http://www.oracle.com/goto/glas)