

Case Study: Solaglas Ltd

Database & Application Managed Service

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WITH OVER 30 BUSINESS UNITS SPREAD ACROSS THE UK, THE COMPANY NEEDED A STRONG IT SUPPORT STRUCTURE TO MANAGE SOME OF ITS BUSINESS CRITICAL ORACLE AND LINUX SYSTEM

INDUSTRY: Manufacturing
SERVICES: Database & Application Managed Service

Solaglas Ltd, part of the international construction materials groups, Saint-Gobain, is one of the largest processors, distributors, installers and repairers of glass and glass systems in the UK.

THE BUSINESS NEEDS

Solaglas specialises in the production, distribution, installation and repairs of glass and glass systems with over 30 business units spread across the UK. The company needed a strong IT support structure to manage some of its business-critical Oracle and Linux systems and to ensure an appropriate level of IT service to its business units.

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Our IT systems support the sales order processes as well as some key production operations”, comments Sarah Strang, “The Oracle and Linux sales order processing and production batching systems comprise the core of our supply chain so we needed the backup of an organisation with broad and deep expertise in these skill areas and a proven track record in managed services.

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Businesses are continually looking to realise more from their IT systems and Solaglas is no exception. With some of its core sales and production processes reliant on the IT systems, it wanted to ensure that its business units experience maximum uptime and the minimum of lost time due to system failure or poor performance.

THE SOLUTION

Quantix, a leading provider of enterprise applications, support and managed services, is well placed to ensure that Solaglas can offer the high service levels it demands for these Oracle and Linux solutions. As one of the few UK businesses awarded the Platinum Partner status - the highest level of Oracle accreditation - across various Oracle technologies, Quantix worked with Solaglas to implement a tailored managed service plan to meet their requirements.

Working with the Solaglas internal IT departments to support Solaglas' Oracle systems using a range of sophisticated services that ensure the stability and performance of its critical sales and manufacturing systems, including system healthchecks, live monitoring and alerting telephone support escalation, as well as optional additional consulting services defined within the scope of the services pack.





Quantix has provided us with a high standard of service,” states Strang, “When we raise issues or questions using the online call logging system, the Quantix team responds promptly in accordance with the target service levels and provides considered solutions based upon a detailed understanding of our systems environments. Their service is both professional and personal. encompassing solution we have in place with Quantix provides high resilience with minimal fuss. The service has been seamless and allowed our staff to concentrate on their core business activities. Should we need assistance, we know that we have their expertise to call on and this will be dealt with efficiency and the upmost importance.



THE BENEFITS

With the Oracle and Linux services now firmly in place, Solaglas is considering the inclusion of other key systems in the managed services package. These currently include its SQL server systems which are used for some important middleware and database applications. Quantix has demonstrated a consistently high level of technical expertise and customer service.

LOOKING FORWARD

Richard Salmon, Managing Director of Quantix, says “We are obviously delighted to be working with Solaglas. Its service requirements provide us with a challenge to stay a step ahead of the game, and we are looking forward to meeting possible future support requirements of Solaglas’ critical business applications.



WHO ARE QUANTIX?

Quantix is one of the UK's premier providers of Managed Cloud Services, Application Managed Services and Hosted Infrastructure Solutions for Enterprises and Independent Software Vendors – a true managed Cloud Services Provider.

Our secure, dependable platform and proven application expertise allows us to provision a wide portfolio of both hosted and on-premise application management services that can deliver considerable IT cost savings and de-risk technology investments. Through production-ready services such as Managed Application Hosting, Cloud-based Disaster Recovery, SaaS Enablement and Managed Messaging we are already delivering demonstrable competitive advantage to our clients.

Capitalising on experience gained through supporting over 250 managed services clients, as well as our top-tier relationships with best of breed vendors such as Oracle, Microsoft, Juniper and VMware, Quantix has created an enterprise grade Virtual Private Cloud platform that offers compelling SLAs and flexibility.

WHAT WE SUPPORT:

- Oracle Database 8i, 9i, 10g and 11g
- Oracle RAC
- Oracle Application Server
- Oracle E-Business Suite 10x, 11x, Oracle R12
- Microsoft SQL Server 6.5, 2000, 2005, 2008
- MySQL

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