

Case Study: FBN Bank

Oracle Database & Application Managed Service

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THE BUSINESS NEEDS

FBN Bank's core business application, Flexcube, (now owned by Oracle Corporation) is a mission critical application central to the banks trading activities. Traditionally this solution has been supported by a combination of in-house generalists and 3rd party support providers. To further enhance their levels of customer service and increase application resilience, FBN Bank reviewed their current support procedures and determined a more specialist Oracle support provider was required.

INDUSTRY: Finance
SERVICES: Oracle Database & Application Managed Service

First Bank of Nigeria (FBN Bank UK Ltd) selected Quantix to provide their Oracle Database & Application Managed Services.

THE SOLUTION

Quantix were invited to tender for the support of Oracle database and Oracle application systems and after a stringent due-diligence process and service evaluation period, it was agreed by FBN Bank's senior UK management team to award the support contract to Quantix. The due-diligence process consisted of an in-depth of review of Quantix's financial stability, market position and internal support and security procedures, along with discussions with existing clients of Quantix in the Banking and Finance industry.

Simon Goodenough, Sales Director at Quantix said:

"Quantix are delighted to have FBN Bank onboard as a new client and are looking forward to delivering a range of Oracle database support services for them. We are proud of our specialist Oracle service which gives us the ability to deliver pro-active, real-time support and identify database and application issues before they become a problem. Due to our size, location and experience we are finding that there is substantial interest in the City currently for our cost-effective range of remote Oracle (and Microsoft SQL Server) Services and FBN Bank is just one of the latest financial organisations to deploy this support solution."

THE BENEFITS

The pro-active services provided by Quantix for i-flex customers have already seen immediate benefits for FBN Bank in the areas of application performance and business continuity. In addition, Quantix have implemented a real-time, 24x7 pro-active management solution to deliver best-in-class mission critical Oracle support. Internally this has enabled FBN Bank to make significant costs savings, whilst receiving the peace-of-mind that their i-flex environment is optimised and stable.



THE CLIENTS' OPINION



Previous to engaging the Oracle database support services of Quantix we had been reliant on an unreliable and unprofessional DBA services company who could not appreciate the critical nature of our banking systems. Quantix have introduced real-time monitoring and remote management to our Oracle systems and understand how important it is to keep a constant watch on the performance and operation of our systems. We are always impressed by the availability of Quantix support staff who are ready to respond to any support needs we may have. It is vital to a financial services business like FBN Bank (UK) to have that constant reassurance that in any Oracle database eventuality a reliable and credible IT services company such as Quantix is there to call on.”

Head of IT, FBN Bank



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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