

## Case Study: The National Trust

## Oracle & SQL Server Database Managed Service



Call us on: 0115 983 6200  
Visit us on-line at: [www.quantix-uk.com](http://www.quantix-uk.com)  
E-mail us at : [enquiries@quantix-uk.com](mailto:enquiries@quantix-uk.com)

## TAKING THE LEAD

It may be responsible for historic properties but the National Trust is always forward-thinking when it comes to IT. Yet, as a heavy user of Oracle database technology, it recognised that third party support needed to be reviewed to accommodate both Oracle and SQL. By turning to Quantix, The National Trust has improved system availability, increased database performance and reduced its operating costs.

The National Trust looks after over 350 historic houses, gardens and ancient monuments as well as coastline and countryside. An independent charity, it has over 3.7 million members, 61,000 volunteers and employs 4,500 staff.

There are around 200 IT systems in use from customer relationship management, property management and historic collections to accounts and office applications.

*“The vast majority of our systems are on Oracle databases,”* said Steve Marsden, Supplier Manager.

Supporting these databases is a specialist IT task and, in common with other organisations, the National Trust relied on outside help. But by late 2009, there were several problems.

*“The resource available within our supplier was becoming limited and the cost was becoming a concern, alongside the need to extend to wider technology skills”* explains Marsden.

Changing suppliers became essential. A new database administration support service at a lower cost also had to include Microsoft SQL Server, previously supported in-house. The chosen supplier was to work closely with SCC which was providing primary help desk, procurement logistics, and desktop hardware.

A comprehensive supplier evaluation paid close attention to lowering costs, Oracle knowledge and database administration skills along with good plans for an easy transition. Many questions were asked, presentations listened to and references checked.

*“We wanted an organisation that could actually take the lead and take the National Trust with them.”*

Quantix offered the right skills and value for money. Marsden highlights the “size of the team” as well as excellent customer references. A short but effective transition period began in March 2010 for the Oracle and Microsoft SQL Server databases. The problems found were corrected and performance issues resolved.

**INDUSTRY:** Charities  
**SERVICES:** Oracle and SQL Server Database & Application Managed Service

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The key to effective database administration is Quantix Global Enterprise Monitoring (GEM). This remote monitoring and alerting service constantly analyses and records database performance. Problems are often fixed before any users become aware, helping to meet or exceed service level agreements. Quantix consultants also visit monthly for on-site database support work.

The new database managed service allows the National Trust to focus on its core business. Quantix constantly checks the database infrastructure for availability, performance and resilience, ensuring long periods of uninterrupted running. A close relationship with SCC helps deliver seamless all-round IT support too.

*“Quantix provide a monthly health check on all our databases and our IT technicians are happy with the service,” said Marsden. “The annual support cost is below our previous budget too.”*

These new arrangements have also delivered much sound advice and practical help for new business projects, underlining the additional support value beyond database technology. Marsden says that Quantix is responsive, easy to work with, cost-effective and knowledgeable across many platforms.

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*The Quantix National Trust relationship is first class. Since the new service has been deployed, there’s more and more work being passed across to them.*

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## WHO ARE QUANTIX?

Quantix, part of the Interoute group, 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, 2012
- MySQL

## CONTACT QUANTIX:

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E-mail us at: [enquiries@quantix-uk.com](mailto:enquiries@quantix-uk.com)

### Nottingham Office:

Quantix House  
Chetwynd Business Park  
Nottingham  
NG9 6RZ

### Interoute London Office:

Walbrook Building  
195 Marsh Way  
London  
E14 9SG

