

ESPRINET - EXPERT SERVICE DESK

Rittman Mead have supported Esprinet's OBIEE and OAS environments through our Expert Service Desk. This has included an OAS upgrade, OBIEE RPD enhancements, and support with their reports and dashboards.



THE PROJECT

Rittman Mead's Expert Service Desk puts your system in the most capable hands in the industry. Esprinet leveraged Rittman Mead's Expert Service Desk to keep their data analytics reporting systems both current and accurate. This ongoing support included patching, error fixes, and troubleshooting for their OBIEE and OAS environments.

Further to this, Esprinet have made use of our training courses to ensure their employees have a comprehensive understanding of their Oracle Analytics Platform. This has enabled Esprinet to perform fixed-format reporting and open-ended self-service data exploration.

Esprinet also used their Expert Service Desk hours to migrate their Oracle environment from OBIEE to OAS:

THE MIGRATION

During the migration Rittman Mead's consultants built two Oracle Virtual Machine servers (one production and one disaster recovery), on which they created VMs for Development and Production OAS instances, with separate environments for Internal and External users. Esprinet wanted to split up users of the OBIEE environment to provide different reporting experiences for internal Esprinet users and their external customers.

The migration from OBIEE was a smooth process, although there were small issues around the new Data Visualisation functionality. The problems were resolved promptly so Esprinet had minimal downtime with the tool.

Their environment was secured using Kerberos Single Sign On in OAS using Apache. This completed the migration, enabling Esprinet to move away from their dated OBIEE environment.

RITTMAN MEAD VALUE

"Rittman Mead's Expert Service Desk is a certainty for any Oracle Business Intelligence need. Their consultants showed competence and attention to the result and are a sure point of reference in helping to solve any difficulty in the analysis and realization of our complex projects."

Luca Guardamani
Datawarehouse & CRM Manager
Esprinet

THE RESULTS

- Proactive service monitoring and error fixes.
- Training enabled users to gain more value from reports and dashboards.
- Successfully updated environment in Oracle Analytics Server.

Rittman Mead is a world renowned Oracle Analytics implementation partner, supporting organisations by implementing robust data platforms that provide actionable insights to its users.