

## **International mining group builds a dependable Oracle E-Business Suite support model**

*APPSolve provides database administration, functional and technical support for Oracle EBS Financials and connected systems*

### **Executive summary**

A South African-headquartered international mining group has strengthened the support model behind its Oracle E-Business Suite Financials environment by bringing database, functional and technical expertise together through one service partner. The group mines, processes and markets ores, minerals and metals worldwide, with more than 12,000 operational employees across over 15 locations.

Oracle EBS Financials forms part of the technology foundation supporting this geographically distributed business. The platform must remain dependable while exchanging information with other systems across the group, which means an application issue may also involve an interface, technical component or the underlying database.

APPSolve supports the organisation through a coordinated service covering database administration, Oracle EBS functional support, technical support and integrations. The model gives the mining group access to complementary Oracle skills without dividing accountability between separate providers. Active management involvement and responsive assistance help the team adapt when priorities or unplanned requirements emerge.

### **Challenges**

A diversified mining business depends on reliable financial information across operations that differ in scale, location and day-to-day requirements. Oracle EBS Financials had to support this environment while remaining connected to other platforms used by the group. Stability in the core application was important, but so was the continued movement of accurate information through the wider technology landscape.

The support requirement extended across several layers. Some incidents could begin as a functional question about an Oracle process, while others could relate to an interface, a custom component or the database. Resolving them efficiently required specialists who could assess the full environment and work together rather than approach each component in isolation.

Fragmented support would have increased the risk of delays and unclear ownership. When several suppliers manage different parts of one platform, time can be lost determining where responsibility sits. The group needed a model that could coordinate database administrators, functional consultants and technical specialists around the same operational priority.

The organisation also required flexibility and management oversight. Month-end activities, reporting needs, operational projects and changing dependencies can create requests that do not follow a fixed schedule. The support model therefore had to combine routine continuity with responsive assistance, clear escalation and accountability.

### **Solution**

APPSolve introduced a blended Oracle support service covering database administration, functional support and technical support. These capabilities were delivered through one coordinated engagement, giving the client a single route to the skills required to operate and maintain its Oracle EBS environment.

Database administration support focused on the underlying Oracle environment and the continuity required by the application. Functional specialists addressed business-process and configuration requirements within Oracle EBS Financials, while technical consultants supported interfaces, custom elements and other system-level needs. This allowed issues to be evaluated from several perspectives and directed to the right resources more quickly.

APPSolve also supported the integrations connecting Oracle EBS with other systems across the group. Including these interfaces in the service scope helped prevent application and integration responsibilities from falling between different teams and supported the flow of information between finance and the wider enterprise landscape.

As the team developed familiarity with the environment, it could respond to ad-hoc requests with an understanding of the systems, dependencies and operating context. Active management participation provided a clear route for escalation and resource coordination, while the continuity of the relationship supported more practical advice when new requirements arose.

## **Implementation highlights**

The engagement brought Oracle database administration, functional consulting and technical consulting into one support model. APPSolve coordinated these disciplines across the client's Oracle EBS environments, helping create clearer ownership when requirements crossed technical boundaries.

Support extended beyond the finance application to the integrations between EBS and other systems. This wider scope recognised that enterprise reliability depends not only on the application, but also on the databases, interfaces and technical components that allow information to move through the organisation.

The team remained available for unplanned requests and additional assistance, with management involvement providing an escalation path when priorities needed attention. The ongoing relationship also preserved knowledge of the environment, reducing the need to re-establish technical and business context whenever a new request arose.

## **Results**

The mining group established a consolidated route to Oracle EBS functional, technical and database expertise. Instead of coordinating separate providers for the application, integrations and underlying environment, the organisation could work with a support partner able to bring the appropriate skills together around each requirement.

The model strengthened continuity and accountability across the supported landscape. APPSolve's familiarity with the environment helped its team respond to ad-hoc needs with greater context, while active management involvement supported escalation and resource coordination when priorities changed.

The quality of the assigned resources, management participation and response times helped build confidence in the engagement. APPSolve became a trusted adviser and long-term partner to the organisation, extending the relationship beyond the resolution of individual support requests.