

How a Pan-African Telecommunications Group Scaled Specialist Support Across a Complex Oracle Cloud Landscape

Oracle Cloud Finance and Procurement, Integration Cloud, IaaS, PaaS, APEX and specialist resource augmentation

Executive summary

A major pan-African telecommunications and digital services group needed a flexible way to strengthen delivery capacity across a complex Oracle cloud environment. Operating in 19 markets and serving more than 300 million subscribers, the organisation relies on technology that supports finance, procurement, integration, infrastructure and custom development across a geographically dispersed business.

APPSolve supplied specialist resources and services across this environment. The work spanned Oracle Integration Cloud, Oracle Cloud Finance and Procurement, operating system management, Oracle Infrastructure as a Service, Oracle Platform as a Service and Oracle APEX custom solutions.

APPSolve provided business analysts, project managers, project administrators, developers, DevOps and DevSecOps specialists, Linux and database administrators, and Oracle SaaS, IaaS and PaaS specialists. This multidisciplinary model allowed the group to bring in the right capability for different projects and operational requirements.

Challenges

The group's Oracle environment extended across several cloud layers and business functions. Finance and procurement applications depended on integration services, infrastructure, platforms, databases, operating systems and custom solutions, so a requirement in one area can affect the wider environment.

This created a changing skills requirement. Some initiatives needed business analysis and project governance, while others required development, cloud architecture, database administration, security or application expertise. Demand also shifted as projects and operational priorities changed.

Maintaining every specialist capability internally at the required scale would have limited flexibility. The organisation needed a partner that could provide different resource types and place skilled people into established governance and delivery structures.

Oracle Integration Cloud connected applications and data flows, while Oracle APEX supported custom solutions for specific business needs. Both required specialist development and support grounded in the surrounding finance, procurement, infrastructure and security environment.

The challenge was broader than filling individual vacancies. The group needed ongoing access to multidisciplinary Oracle and project-delivery expertise for operational services, new projects and changing priorities.

Solution

APPSolve introduced a flexible resource and service model aligned with the layers of the client's Oracle landscape. Complementary skills supported work from requirements definition and project coordination through to development, infrastructure management and application support.

Business analysts translated operational requirements into defined work, while project managers and administrators supported governance and delivery. Developers and APEX specialists addressed custom applications, and Integration Cloud expertise supported connectivity between systems.

APPSolve also supplied Linux and database administrators and specialists in Oracle IaaS and PaaS. DevOps and DevSecOps resources brought development, operations and security together during delivery.

The team supported Oracle Cloud Finance and Procurement, ensuring that integration, infrastructure and custom development remained connected to the business applications at the centre of the environment.

The model has remained active since 2022. As requirements changed, APPSolve adjusted the skills provided while retaining knowledge of the client's systems and working practices. This reduced repeated onboarding and gave internal teams an established route to specialist Oracle capability.

Implementation highlights

APPSolve contributed across business analysis, project management, project administration, development, DevOps, DevSecOps, Linux administration, database administration and Oracle cloud specialisations.

Services and projects covered Oracle Integration Cloud, Oracle Cloud Finance and Procurement, operating system management, IaaS, PaaS and Oracle APEX custom solutions. The group could therefore draw on one partner across enterprise applications, integration, infrastructure, platforms and bespoke development.

APPSolve resources worked within the client's established governance and project structures. Specialist capacity could be added where needed while the organisation retained oversight of priorities and outcomes.

The client awarded APPSolve excellent ratings for project management, quality of work, value for money and proactive service. These results reflect technical capability, disciplined delivery, commercial value and a willingness to address emerging requirements.

Results

The group has continued to use APPSolve as an active resource and services partner since 2022, gaining access to specialist skills across analysis, governance, development, security, infrastructure, databases, integration and Oracle cloud applications.

The model gives the client an adaptable way to respond to changing workloads without creating a new supplier relationship for every skill category or project. Continuity has also helped preserve knowledge as work moves between project delivery and operational support.