Totemic enhances its business-critical Oracle systems with Cintra's transformational managed services

Key points

1	Zero application outages since Cintra onboarded its blueprinted support service
2	Rapid issue-resolution thanks to fast response 24x7 managed services
3	Oracle licensing advisory services provide commercial clarity

Financial services provider partners with Cintra to manage its business-critical Oracle architecture – leading to immediate stability improvements, rapid-response 24x7 support and Oracle commercial advisory services.

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Introduction

When you run a fast-paced financial services business, you need to have confidence in your critical technology systems. Totemic is a specialist debt management, insurance, lending and technology company with more than 100,000 clients.

The largest proportion of Totemic's revenue comes from its debt management services, which are underpinned by a custom-built case management application, running on Oracle database technology.

To support its 24-hour-a-day operations, Totemic was seeking a proven partner to look after these business-critical Oracle systems round-the-clock. It also required monitoring of other core elements of its infrastructure.

Following a period of due diligence and a rigorous selection process, including customer reference calls, Totemic selected Cintra. Key considerations were true 24x7 support ability, Cintra's blueprinted risk-mitigation methodology and deep expertise in the required Oracle technologies.

Tailored Managed Services

To focus resources where these are most needed by Totemic's business, Cintra's managed service is divided into three tiers:

- Business-critical Oracle production environments: 24x7 monitoring, weekly proactive maintenance, fast-response reactive support
- Non-production Oracle environments: 24x7 monitoring, monthly proactive maintenance, responsive reactive support
- Critical network infrastructure, including firewalls, load-balancers and web servers: 24x7 monitoring

Onboarding and discovery

As part of its standard Managed Services onboarding process, Cintra undertook a rapid discovery and blueprinted assessment, to ensure both its team and Totemic understood the environments' current states and to highlight any immediate areas of concern.

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Graham King, IT Infrastructure Team Leader at Totemic, was impressed: "The onboarding process was excellent, notably the deep level of detail in the way Cintra looked at the systems, the methods they used and how they presented it back to us. It was quite eye-opening to see such a smooth, efficient and effective process from a managed services provider."

Immediate stability improvements

Prior to Cintra's involvement, Totemic's key production systems suffered from periodic outages, typically once per quarter. Cintra's discovery highlighted a number of causes, so Cintra's first step was to align the Totemic systems with proven Cintra architecture and configuration blueprints.

This delivered an immediate stability improvement, as King explains: "Since we've been with Cintra, we've had zero application outages, and significantly fewer surprises in terms of things that happen in the environment. We've not had stability like this for as long as I can remember."

Confidence in Cintra

King has also been impressed by the way Cintra has quickly developed a broad and deep understanding of its systems. He says: "The monthly reports we receive from Cintra demonstrate the Cintra team is in-tune with our systems, and I feel like knowledge of the architecture is shared across the global team, so there are no single points of failure. This is really important, and gives us great confidence in Cintra."

Responsiveness

King continues: "Moreover, whenever we've made contact, the responsiveness has been really good, which is exactly what we need. These are critical systems, so if there's a problem, it's important we get a quick appraisal of what's wrong and how long it will take to remediate. I've been really happy with Cintra's responsiveness."

Transforming the role of the in-house team

The improved stability of the systems and Totemic's overall confidence in Cintra to look after its key technology architecture, means the role of the Totemic internal technology team has been transformed. King reveals: "We're now able to focus on developing our applications and finding new, improved ways of doing things. This type of work is more interesting for the team and it means we're able to serve the business and our customers better, so it's good all round."

Proactive licensing support

Alongside the managed service, Totemic is working with Cintra's commercial team to understand its Oracle licensing position on an ongoing basis and potentially move to a new, simpler, lower-cost Cintra-architected commercial model.

King concludes: "As well as making sure we're always crystal-clear on our license position, Cintra is helping us transition to what looks to be a very good license model that will enable us to offer our software externally.

"What's great is how Cintra is so proactive about helping us with our Oracle licensing. Cintra's deep commercial knowledge of Oracle is a very valuable added service, which means I can rely on Cintra for all my Oracle needs as a single-source trusted partner."

To find out more about Cintra and how we can help you:

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