

## BT implements Oracle eBusiness Suite 11i with Motion International specialist functional and technical support

BT is one of the world's leading providers of telecommunication services and one of the largest private sector companies in Europe.

BT principal activities include local, long distance and international telecommunication, internet, broadband services and IT solutions.

The BT Group consist of:

- > **BT Retail**, the largest communication service provider in the UK and the principal channel for marketing BT's other businesses
- > **BT Wholesale**, network services and solution provider for communication companies, network operators and service providers
- > **BT Ignite**, the business services and solutions division, serving customer worldwide
- > **BT Openworld**, a mass-market narrow and broadband internet division



Other businesses complete BT Group offering, like **BT Exact Technologies**, the international renowned advanced research and technology team and **BT Accounting & Financial Business Unit**, which provides Accountancy services to all BT divisions, resulting in a highly complex Financial System.

**Motion International** is a multinational consultancy with functional and technical experts specialised in **Oracle Solutions** with years of experience in different sectors and countries.

For leading British and European telephone operators, Motion International has completed many successful projects covering implementation and customisation of the Oracle eBusiness Suite, as well as **Applications Management**, both at the client site and in remote.

Motion International commenced work at BT in May 2000, to increase the efficiency of the **Oracle Applications**

**Fixed Assets** module in order to process BT's complex asset calculation rules. Since then, Motion International has continued to work with BT providing value added consultancy in the technical arena.

Motion International was requested to provide expert technical consultancy to complement a project team for the **implementation of the 11i release of the Oracle eBusiness Suite**, across multiple Databases, each containing multi-business units.

The task was challenging and required Motion International consultants to provide both excellent technical skills and the capacity of integrating with an existing team.

Projects completed to date:

### 1) **Optimisation of the Oracle Applications Fixed Assets module**

Specific tasks involved in this project included:

- > Technical support to the functional on-site team, using the Motion Interna-

tional Remote Applications Management (RAM) suite

- > Complete performance and tuning analysis through the Motion International @pps Garage Solution
- > Migration of four Databases and Applications to new hardware
- > Migration of asset data from version 11.0.3 to 11i

### 2) **Implementation of release 11i**

Key activities achieved in the project were:

- > On-site and off-site technical consultancy, providing resources as and when required, often resulting in out-of-office hours support
- > Upgrade of the Applications Database from 8i to 9i completing Project Management and Testing activities
- > Technical support to the on-site functional consultancy team
- > Support of the transition to go-live phase of the initial production systems until handover for the Oracle

eBusiness Suite system

- > Training for BT key users
- > Capacity planning after the go-live phase

In conjunction with the 11i Implementation, Motion International also built the NETS server (Noetix Enterprise Technology Suite) - one of the earliest NETS installations in the UK - installed Views, Databases and Middle Tier reporting system. Motion International completed documentation and to date is still providing technical and functional support to BT for this application.

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The success of these projects has convinced BT of Motion International' proven competences and excellent service on the **Oracle eBusiness Suite and Oracle Database**.

*“The rapid 11i development and subsequent growth of environment required additional DBA expertise and Motion International was able to fit this gap in the flexible manner required”, affirms **Chris Lacey, BT Oracle Systems Development Accountant.***

*“The primary focus for Motion International within BT was to fill the gaps in terms of know-how and human resources dedicated to technical support of the Oracle 11i and 11.0.3 Applications. In addition, Motion International proactively helped to develop the Oracle eBusiness Suite in both performance and management. Motion International also assisted BT during the implementation and stabilisation of the product, resolving problems and submitting*

*performance-enhancing proposals for the system.*

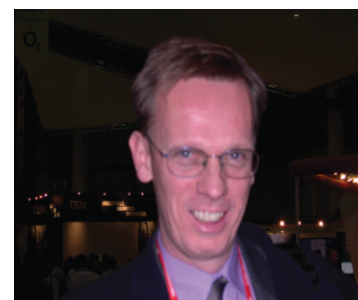
*Motion International has an efficient and effective impact to systems support, development and problem resolution and a pragmatic approach geared to solve customer problems, but based on what is realistically achievable and practical.*

*Motion International provides a cost effective and flexible approach to applications, perfect for technical support and very attractive for organisations in a period of cost reduction where activity is sporadic. Support is provided remotely, so companies that possess the necessary infrastructure can enable and take advantage from Motion International Remote Applications Management services.”*

### **Chris Lacey**

Oracle Systems  
Development  
Accountant

### **British Telecom**



### **Nick Cook**

Project Manager

**Motion International**

*“Motion International’s mandate within BT was to help stabilise 11i environment and build one of the first examples of NETS servers (Noetix) in the UK” says Nick Cook Project manager Motion International.*

*“Motion International resources made themselves available to as many project managers as possible in order to provide sophisticated Database Administration services. By making persona contacts, Motion International was able to work with BT and push through needed changes, with the necessary skills to move to the objective efficiently and effectively.*

*Project lead times were adhered to more*

*closely, there was much more confidence in the DBA group, confidence that comes with being able to count on quality resources with proven track records.*

*Motion International fills the role of “technology specialist” used for specialised pieces of work, like implementation and support of Oracle Applications 3rd party products, performance enhancing, specific migrations - skills like these are thin in the market place. Motion International has also been used to help train the local DBA team on the ground, as well as the Production Database Administrators who support all BT’s production systems.”*



*BT is among the leading companies providing customised voice, data and internet services to customer.*

*In the UK, BT serves over 21 million corporate and residential customer with more than 28 million exchange lines and provides network services to other licensed operators. In the year to March 31, 2002, BT’s group turnover was £18,447m with profit before taxation of £1,273m.*



*Motion International (www.motion-international.com) is an experienced, exclusively Oracle professional services company. One of very few firms that offers high-caliber multinational Oracle expertise worldwide, it has developed several proprietary best practices, tools and methodologies to ensure successful delivery. Headquartered in Minneapolis, Motion has offices in five countries and has delivered Oracle projects on five continents. Its clients include some of the world’s largest global companies.*