



ORACLE®

Administration, Support and Knowledge Transfer

About the customer

Hydrocarbon Resources Limited (HRL) is the Centrica subsidiary that owns and operates the offshore Morecambe gas fields and the onshore gas processing terminals at Barrow-in-Furness. HRL operates two gas fields whose combined capacity is still amongst the largest in the UK's remaining reserves. Today, the fields produce approximately 6% of the UK's gas supply.

About the project

Savant worked closely with key HRL staff to explore and document their Oracle infrastructure which was in use 24 hours a day. The details gathered from the audit were captured in Microsoft Word and Excel files. When verified and complete the models were handed over to HRL personnel with appropriate training. This resulted in improvements in the effectiveness of their day to day administration and understanding of their Oracle databases.

This project involved:

- Time on site working alongside the Oracle team
- Completing documentation about their Oracle environment to a suitable level
- Training session with key staff to build their understanding of Oracle databases and tools
- Provision of automated scripts to allow day to day database checks to be carried out quickly and easily
- Provision of a check list for daily, weekly and monthly administration tasks
- Continued on site support as and when required.

HRL's Oracle systems are now efficiently configured, with key tasks automated – a vital component of 24 hour running. HRL's staff feel able to manage the systems and understand how they are configured. HRL are also confident that Savant's experienced staff are always available to support them should any issue arise.

"Savant was able to offer custom support to us, based on our unique systems and requirements. This resulted in a highly efficient exercise to document our Oracle systems, develop knowledge for in-house personnel and develop a comprehensive programme of DBA maintenance.

We now feel assured that our Oracle systems are robust and that we have the in-house capability to ensure this continues to be the case."

Andy Williams
Business Solutions Manager

