



Customer Success Story

TechBlue Advanced Oracle Support

AT A GLANCE

CUSTOMER: INTERNAL
REVENUE SERVICE
INDUSTRY: GOVERNMENT
LOCATION: WASHINGTON, DC
CUSTOMER SINCE: 2014

About the customer

The Internal Revenue Service Enterprise Operations (EOps) is a highly distributed organization with responsibilities that span all units and components of the Service. EOps provides enterprise level 24x7x365 support for business applications and systems.

Challenge

The management of operational and tactical data is simultaneously one of the greatest assets and most pressing challenges to the IRS' ability to execute their mission. Scope and complexity of tax administration, coupled with an expanding global tax environment and increasing occurrences of refund fraud and identity theft are driving data-centric initiatives across the Service.

Several systems are critical to tax return data management and drive downstream capabilities such as return processing, fraud identification, collections and R&D. Success of the IRS mission requires both reactive and proactive postures for effective system management, and mandates continual focus on strategic, technical and organizational risks and opportunities.

*TechBlue is a member of the
Oracle Gold Partner Network*



The IRS had a need for strategic and tactical Oracle support for several critical Enterprise Operations (EOps) systems including Modernized e-File (MeF), Electronic Fraud Detection System (EFDS), Customer Account Data Engine (CADE II), and Affordable Care Act (ACA). The IRS was also seeking a partner to mitigate the continuity risk of tightly coupling vendor licensing and support. By separating licensing and support providers, continuity risk could be eliminated, ensuring support would be provided independent of licensing activities.

Two primary competition objectives were communicated by the IRS: a) select a partner with the infrastructure and expertise to support and enhance the IRS Oracle systems and solutions; and b) select a partner that could reduce operating expenditures related to the O&M of all Oracle-related software, services and platforms. After a comprehensive competitive evaluation, TechBlue was awarded a prime contract over the incumbent and several competitors to support the Service.

*IRS Modernized eFile (MeF), managed by TechBlue
Advanced Oracle Support, processes over 3.4 million
records per day during filing season*

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Our role

The TechBlue Advanced Support program allowed for a flexible engagement of TechBlue resources, and offered the most efficient engagement model to meet objectives and manage risk to the Service. Our past performance providing similar support services helped us communicate our approach, and through collaboration with the TechBlue Solution Manager, the TechBlue-IRS leadership team established several near-term engagement objectives:

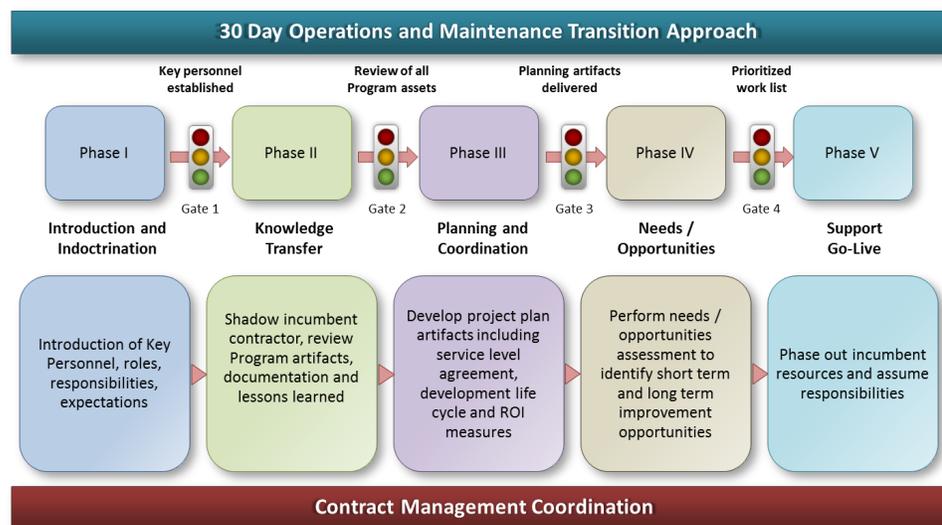
- a. Minimize impact due to changing prime contractors
- b. Improve breadth and depth of support
- c. Reduce operations and maintenance cost

IRS engagement of TechBlue Advanced Oracle Support includes:

- TechBlue Incident Management
- TechBlue Advanced Support Team
- TechBlue Solution Manager

Minimize impact due to changing prime contractors

The TechBlue Solution Delivery Methodology (SDM) defines a comprehensive set of practices that guide our service delivery. A core component of the SDM defines our process for assuming support responsibility from incumbent contractors, and was applied to mitigate gap-in-service risks for the IRS. TechBlue collaborated with incumbent resources to preserve intellectual assets including contextual knowledge of IRS Oracle systems and solutions, defects, enhancements, service requests, service level agreements and project schedules.



The SDM emphasizes critical milestones that ensure comprehensive preparation of the TechBlue team, and facilitated transparent checkpoints to provide IRS leadership confidence in TechBlue readiness. Through application of the SDM, TechBlue was fully prepared to assume primary support responsibility within 30 days, and the IRS experienced no gaps in service after contract transition to TechBlue.



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Every member of the TechBlue Advanced Oracle Support team is Oracle-trained, and possesses the skills and experience to assess, recommend, design, develop, test and deploy Oracle platforms, tools, technologies and services.

Improve breadth and depth of support

A dedicated TechBlue Advanced Support Team was formed to provide proactive and reactive support, both onsite and offsite, on a 24x7x365 basis. As the result of a comprehensive support analysis, TechBlue confirmed a gap in telephone support coverage for several key Oracle products historically covered by a pre-existing Oracle agreement. TechBlue responded by engaging TechBlue Incident Management services. Our Incident Management team developed a comprehensive approach that supplemented pre-existing Oracle coverage and established an IRS dedicated, toll-free phone number staffed by fulltime TechBlue personnel. TechBlue Incident Management simplifies incident resolution for the IRS by maintaining a centralized triage channel for all Oracle-related incidents and provided one point of contact for incident status reporting independent of where the incident resolution is occurring.

In addition, TechBlue was tasked leading the evaluation, assessment and proposal of correction actions pertaining to configuration and implementation of Oracle-based products and systems, including migrations, upgrades, diagnostics, tuning and maintenance activities.

TechBlue supported key strategic and tactical Oracle products in the IRS portfolio: Oracle Database, WebLogic, Oracle Application Server, GoldenGate, DataGuard, ASM and Oracle Real Application Cluster (RAC) and recovery procedures.

Reduce Operations and Maintenance Cost

Software and solution cost reduction continues to be a driving factor for the Service. A key criteria for TechBlue support was to identify ways to reduce Oracle-related operations and maintenance costs during the first contract year.

TechBlue Advanced Support is staffed by strategic and technical Oracle-trained personnel. We leveraged our experience and expertise on the use and application of Oracle software to perform a comprehensive cost analysis of past, present and projected software licenses and maintenance costs, and provided raw analysis data, analysis results and TechBlue recommendations in a report deliverable.

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Based on our findings we composed several recommendations for the IRS including:

- Refactoring labor categories to engage lower cost resources for appropriate tasks
- Shifting lower severity incidents to TechBlue Incident Management service
- Restructuring licenses to better reflect Oracle software use and application
- Reducing infrastructure costs by strategically migrating to cloud deployments

TechBlue Oracle Advanced Support is helping the IRS to maintain existing service quality while reducing Oracle-related O&M costs by over \$600,000 per year

Results

Through the engagement of TechBlue, the IRS is able to:

- Reduce O&M costs by over \$600,000 per year while maintaining existing service levels and quality
- Delivered off-site and on-site Oracle expertise to provide development support for new and existing applications, performance enhancement support and recommendations, installation support for Oracle and related appliances
- Generate understanding of minimum software licensing configurations and needs
- Improve Oracle licensing management by providing access to software and services as needed, where needed and when needed
- Align with cloud migration strategic and tactical roadmaps
- Eliminate continuity risk by separating license and support providers

Think it's time to learn more about what we can do for your company? Contact us.

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