

Teamsolve Get Their “GAME ON” With SEGA Europe Ltd



Key Points

- A best value support solution to minimise downtime whilst improving performance
- Pro-active support of multiple Release 12i environments
- Clear that “trusted advisor” was an ethos not just a saying
- Teamsolve able to tailor services to specifically meet SEGA’s needs



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Teamsolve are delighted to announce the recent award of a three year support contract with the rapidly expanding European arm of SEGA Sammy Corporation, a world leader in interactive entertainment both inside and outside the home.

The applications database and functional support contract, which is looking to commence in July, covers SEGA Europe’s Oracle E-Business Suite Release 12i environments including Oracle Financials, HRMS, Manufacturing, Procurement and Discoverer on an Oracle 10g Database. SEGA chose support to cover extended business hours of 7am – 7pm to ensure continuity of service across their European operations.

Marcus Rogers, Oracle Programme Manager for SEGA Europe, “We first approached Teamsolve as it was clear that their Certified Advantage Partner status, clear reference ability amongst current clients and focus around remote support, positioned them as a potential supplier to SEGA. We also got the feeling very early on that Teamsolve’s size, flexibility and clear commitment to client success would sit well with SEGA’s culture”.

Although SEGA had already embarked on their implementation of Oracle E-Business Suite with another Oracle partner, they wanted to ensure they approached the ongoing managed services of the system with due diligence. Marcus says, “Obviously the easy option would have been to continue the relationship with our incumbent implementation partner. Instead, we felt the ongoing managed services and supplier relationship was so important that we needed to ensure we had gone through the right selection criteria that such a critical supplier commitment requires”.

Selection criteria fell into three distinct areas; price, references and “everything else” which of course covered the perceived quality and suitability of the managed service - and according to SEGA, Teamsolve came out top across all three categories.

Marcus says, “Teamsolve’s approach impressed us from day one. It was very clear that the most important thing to the bid team was

Marcus Rogers – Oracle Programme Manager, SEGA

to ensure complete client satisfaction based on their ability to listen, provide the requisite solutions and deliver a consistently high level of Managed Services. Price initially was similar across the board, but Teamsolve were able to work closely with us to tailor their services to specifically meet our needs, which in the end meant we had a very compelling package”.

Teamsolve’s references also came out very favourably. Marcus says, “We take out many references and although we generally don’t hear of problems, the usual feedback is ‘just fine’. With Teamsolve, the references were exceptional. Clients specifically said that they enjoyed working with Teamsolve and that the team are always willing to try and help – even when issues fell outside of the Service Level Agreements”.

Marcus continues, “The ‘everything else’ category was the important one to us. In addition to the bid team we met with Teamsolve’s Operations Director and Senior Technical Architect and their passion, commitment and professional integrity really shone through from the early stages of our engagement. Again, we felt this demonstrated a real synergy between Teamsolve’s and SEGA’s cultures.

“We heard the phrase from Teamsolve ‘trusted advisor’ on many occasions and it became demonstrable to the selection board - that included amongst others SEGA’s CFO and IT Director - that this was company ethos and not just a saying. We’re looking forward to working with Teamsolve and feel that we have already established an excellent relationship”.

Teamsolve’s Sales Director, Steve Moyle comments, “We are absolutely delighted to be awarded the SEGA contract. It’s a fantastic company and brand to be collaborating with, and having met with the team at SEGA on many occasions, we are truly looking forward to working with them”.

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