

Case Study

Knowledge is Key for The British Library

The British Library increased efficiency and lowered the cost of ownership of core financial processing systems by outsourcing the expertise of independent Oracle specialist Rocela and its Professional Services team.

The British Library is the national library of the United Kingdom and one of the world's greatest libraries.

It holds more than 13million books, 920,000 journal and newspaper titles, 57million patents, 3million sound recordings and much more. Over 16,000 people use the collections each day and it operates the world's largest document delivery service - providing millions of items each year to customers all over the world. Its historical treasures include the Magna Carta, Lindisfarne Gospels and Leonardo da Vinci's Notebook.

The British Library serves business and industry, researchers, academics and students, in the UK and world-wide. Every year, six million searches are generated by the British Library online catalogue, around 400,000 people visit its Reading Rooms and more than 100 million items have now been supplied to readers all over the world.

Each year, £millions is generated by these services which, nowadays, rely heavily upon the technology that underpins them. Around six years ago, in order to meet the challenges of growth and to meet customer and user expectations, some of the systems and processes were in need of an overhaul and a new approach was required.

The British Library decided that the best solution to meet its requirements was to upgrade its Oracle Financials system to the Oracle E-Business Suite version to ensure they were in a position to meet key strategic objectives

Jayne Cove, Business Development Manager, Financial Systems Development (FSD), who has worked for The British Library for 18 years, says: "The FSD team is responsible for ensuring that our financial systems support current and future strategic objectives.



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Jayne Cove, Business Development Manager, Financial Systems Development



“Specifically, we had to guarantee financial sustainability via data integrity and ensure the high availability of the system. It was crucial that we did everything possible to mitigate against technology issues that could adversely affect the business.

“We needed a technological platform that would allow us to re-engineer our business processes, that was properly supported and that was flexible enough to meet our requirements as and when we were ready. It was critical that the E-Business Suite was implemented by people who knew what they were doing and could offer a structured, proven methodology.

“We were not getting this service from the incumbent service provider. After a short evaluation exercise we asked Rocela Professional Services to conduct a feasibility study to confirm their deep knowledge of Oracle technologies and project management. After this we were confident they could help.

Rocela’s Professional Services team is vastly experienced in undertaking projects to quality assure, implement and support Oracle systems based on Oracle technology and E-Business Suite.

Stewart Gabriel, Director at Rocela, says: “Rocela was engaged by the British Library to bring diligence to the project. Using its deep knowledge and expertise, we created a project template, showed a clear methodology and provided a project lifecycle plan and tailored some e-Business Suite applications to meet their business requirements.

“In particular, the British Library’s credit card processing system needing upgrading. We developed new solutions and streamlined the entire operation – we simplified sales invoice production, automated the collation process and created an email facility for invoicing.

The benefits were significant:

- Reduced processing costs – less labour intensive/more automated
- More efficient delivery of invoices/services via email – not getting lost in post
- Environmentally friendly – major reduction in the use of paper-based products

Rocela was originally engaged for its database administration capabilities - but having proved itself during the implementation phase, a strong working relationship was forged. The end result was that Rocela was offered an ongoing support role and is now, in effect, providing the British Library with what it calls an ongoing ‘E-Business Suite Managed Service’.

“This is highly innovative and quite revolutionary for The British Library in terms of our relationship with a supplier”, says Jayne Cove. “Rocela PS fully supports our system – they are highly responsive and have deep, up-to-date knowledge of the applications, which is an ideal combination for us.”

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The British Library and Rocela now have a five-year working relationship which is set to continue for several more years. It is the partnership approach which Jayne Cove has most appreciated. She says: “For the British Library, Rocela represents a one-stop-shop for exactly the high level of expertise and services that we require to support our Oracle E-Business Suite systems – their PS team is a centre of excellence.

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About Rocela

Rocela is the UK's fastest growing independent Oracle consultancy set up by former Oracle managers to help Oracle users get the best value out of their Oracle investment.

Our professional services team helps public sector and commercial clients achieve maximum business benefit from their Oracle solution, specifically on the support and implementation of Oracle's E-Business Suite and core technologies. Rocela is also a Buying Solutions framework vendor to the public sector.

Rocela's deep knowledge of Oracle allows us to deliver the best possible value out of Oracle licensing and support & maintenance costs to enterprise customers with complex Oracle environments.

If you would like to find out more, call 0870 100 4000 and ask for Professional Services or email info@rocela.com

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