100 MOST PROMISING
ORACLE
SOLUTION PROVIDERS 2016

100 Most Promising Oracle Solution Providers 2016

The expanse between 1977 and 2016 witnessed numerous changes in the enterprise technology world. Hierarchical database made way for relational database, "on-premise" for "on-cloud", and many more. On top of all the changes, or around them, one name has remained constant, Oracle.

With current presence in almost every vertical from construction to healthcare, oil and gas to financial services Oracle remains the first choice in executing everyday business operations. From being a critic of the cloud phenomenon to acquiring the very first cloud company (NetSuite) this year, Oracle is clear about its intention to remain a reckoning force in boardrooms across the globe. Advocating the statement is Oracle's aggressive deflection from its "on-premise" stance to resketching its portfolio with strokes of PaaS, IaaS, and SaaS in a bid to take the trophy of cloud race home.

In that context cloud-based HCM, engineered database systems, in-memory database, microprocessors embedded with algorithms, JSON, and sharding are a few of the armaments Oracle is stocking up to ensure that its clients don't get blown out of the water in the new database era. Oracle Database 12c Release 2 in Oracle Cloud will further raise the ante for those who buy "the Oracle".

Today Oracle has over 60 products under applications, database, OS, middleware, enterprise management, virtualization and other banners for organization's world over. Upon including the services provided, the count of Oracle's offerings become maniacal. The count will only rise. And, then there is a whole universe of Oracle partners.

This edition of CIOReview aims to give the readers insight on major Oracle solution and service providers that have demonstrated strong capabilities in helping organizations navigate this complex, yet promising landscape. A distinguished panel of CIOs, CEOs, VCs, analysts and the editorial board of CIOReview has distilled the final 100 companies.

We present to you CIOReview's 100 Most Promising Oracle Solution Providers 2016.

Spinnaker Support

recognized by **CIOReview** *magazine as*

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An annual listing of 100 companies that are at the forefront of providing solutions around Oracle platform and impacting the marketplace

Company:
Spinnaker Support

Key Person:
Bob Harland
VP, Oracle Global Support Services
Mark Kreutz
VP, JD Edwards Global Support Services

Description:
The firm supports off-the-shelf and customized code, tax and regulatory updates, security updates, bug fixes, and a range of technology advisory services

Website:
spinnakersupport.com

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Spinnaker Support
Third Party Support Services for Oracle Users

Bob Harland

Mark Kreutz

Enterprises and public sector agencies are using a variety of Oracle software applications to manage and improve their business processes, including E-Business Suite, Oracle Database and Middleware, JD Edwards, and Siebel CRM. As annual maintenance and support fees have increased to 22 percent of original license costs, Oracle support has tailed off. "To save an average of more than 60 percent in annual support fees, many Oracle users are switching to the services of Spinnaker Support," begins Bob Harland, VP, Oracle Global Support Services, Spinnaker Support.

The firm supports both off-the-shelf and customized code, tax and regulatory updates, security updates, bug fixes, incorporating a range of technology advisory services to help clients with interoperability and roadmap issues. Uniquely, Spinnaker Support offers additional lines to cover managed services and consulting needs. "Our model and approach from the beginning was set up to provide a high ROI blend of services while ensuring that we always protect the intellectual property of the customer and the software vendor," remarks Harland.

Spinnaker Support has built strong teams of software engineers and consultants, averaging over 15 years experience, who work with Oracle users to keep their on-premise applications well performing–for as long as desired under a no sunset policy. This enables the users to take a maintenance vacation from Oracle that helps fund their cloud migration or other key programs all at lower cost and better support on their timeframe, not the software vendors'.

The company's vast array of third-party maintenance and managed services for E-Business Suite (EBS) supports all versions 10.7 through 12.2. "We provide fast response, 24x7x365 follow the sun support in more than 90 countries with clients rating us at 98.3 percent customer satisfaction," explains Harland. He adds, "In many cases, we support Oracle Database and Middleware applications alongside EBS applications or stand-alone."

Alongside, the firm provides third-party support, managed services, and consulting for Siebel customers. This enables the company's teams to help users integrate Siebel with newer operating systems, different databases, middleware, and with third party or homegrown software products. Besides, the company advises clients to help them manage roadmap and project version upgrades when requirements change. "Since we align our fee structure to what Siebel shops actually use, our pricing model fits Small and Medium-Sized Business (SMB) and the world's largest enterprises," states Harland.

In the midst of ever-changing architectural and interoperability projects, Spinnaker Support offers application management services, CNC and development services to leverage the functionalities and features in the clients' entire JD Edwards system. "Our managed services enable hundreds of enterprises to monitor performance, health checks, develop enhanced functionalities, and augment staff," states Mark Kreutz, VP, JD Edwards Global Support Services, Spinnaker Support.

> Our model and approach from the beginning was set up to ensure that we protect the intellectual property of the customer and the software vendor

For instance, Spinnaker Support helps clients having a JD Edwards system to replace their Oracle-provided support and a managed services vendor at the same time. "We triage the situation and un-blur the line between level three and level four, taking ownership of the problems until resolution," delineates Kreutz. With the help of the firm's JD Edwards services, clients are empowered to reduce their business cost and eliminate the back and forth finger-pointing culture that had long existed between Oracle and the managed services provider(s).

Forging ahead, Spinnaker Support is extending its geographic reach into new markets. "We have grown by 57 percent this year while our employees and customers remain highly satisfied," concludes Harland. **CR**