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*Ken Gustafson
Sr. Business Systems Analyst
Glenayre*

Challenge

Glenayre needed to focus on core business functions.

Solution

TUSC and Comlanta were selected to provide comprehensive IT outsourcing.

Results

Glenayre reduced its in-house support staff by 90 percent.

Glenayre co-located its IT systems to Comlanta and halted customization efforts.

Although TUSC Managed Services provides 24/7 monitoring and maintenance for Oracle, Gustafson points out that functional support is equally important. He states, “We also rely on TUSC to assist nearly 150 end-users, troubleshoot inventory, sales and invoice transactions, and resolve other non-technical issues.” He continues, “The breadth of the Oracle E-Business Suite prohibits us from supporting it internally within a feasible cost structure.”

Global Leader of Next Generation Messaging Utilizes TUSC Managed Services

More than 200 service providers in 60 countries around the globe rely on Glenayre. With a broad range of messaging solutions, Glenayre helps wireless, wireline and cable service providers reduce operating costs. To reduce its own costs, Glenayre turned to TUSC and Comlanta—partnered to provide comprehensive IT outsourcing.

Like many companies, Glenayre faced the challenges of a down economy five years ago. “We use all of the Oracle applications modules and had a large staff of analysts to customize and manage the environment,” states Ken Gustafson of Glenayre. With a renewed commitment to core business functions and through restructuring,

“TUSC continues to be an invaluable partner for Glenayre in providing cost-effective, quality support for our enterprise applications. Their knowledge of our systems, professional interaction and timely response make outsourced services transparent to our users.”

*Bill Snoderly
Director of IT*

Gustafson admits early skepticism that an outside firm could resolve Glenayre-specific issues as effectively as internal staff. To the contrary, he has found that TUSC understands their environment and responds quickly. Gustafson has heard only positive comments from end-users and states, “I can give the phone number of our TUSC analyst to an end-user and focus elsewhere.

ABOUT TUSC

Specialists in helping companies optimize their investment in Oracle Technology. Providing integrated functional and technical solutions since 1988 in the areas of Managed (DBA) Services, Database Services, Training & Mentoring, Custom Development, Oracle’s E-Business Suite, Business Intelligence, and Licensing.

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