

£10Million in SAVINGS - APEX Managed Service

The Challenge

A Client uses APEX extensively within their Organisation, covering a wide range of use cases from HR to Finance. They had around 80 APEX applications in a production environment.

Alongside this, several new key applications had been identified to be delivered using APEX as part of an ERP migration from ORACLE E-Business Suite to ORACLE Fusion.

An inhouse APEX team only had a handful of members, and the majority of those resources were unskilled in APEX and the churn rate was high. This meant that not only did they have limited or no APEX knowledge, but there was limited consistency across the team and a significant amount of time was spent onboarding and upskilling resources that would only be part of the team for a short period of time. Extending the problem was the output the team could produce was restricted, both in terms of volume and quality.

APEX was gaining a reputation within the Organisation that it was unable to deliver quality, secure applications at pace!

RADAPEX Solution

RADAPEX already had a proven track record and a positive reputation with the Client, thanks to delivering low-code APEX applications and pace. Because of this, they were contacted regarding providing a Managed Service to take on supporting and enhancing the existing APEX estate, plus delivering even more APEX applications and integrations at pace.

The proposal was for a fully Managed Service to replace the existing inhouse team. The new RADAPEX team would be of a similar size, but due to the much higher levels of APEX expertise within the new team, it would be in a position to quickly start to significantly increase the volume and quality levels of deliverables. The team size would also remain consistent, unlike with the inhouse team which also makes planning the deliverables much easier. RADAPEX providing the Managed Service would also mean that there would be a huge increase in the amount of APEX experience and knowledge within the technical resources within the team to enable utilising the strengths and benefits of APEX for the client.

RADAPEX would be accountable for everything they deliver, this also meant that the Product Management could fully focus on engaging with the business areas around future work, rather than having to spend their time managing the resources delivering the work.



MANAGED SERVICE

“RADAPEX is an exceptional managed service provider with a proven track record”.

The Managed Service would also have SLA's built in, ensuring that there was a focus on providing timely support to users when they encounter any issues using the applications.

Conclusion

Comparison of releases and new applications delivered by RADAPEX since the start of the Managed Service vs by the previous inhouse team over the same period in the run up to the Managed Service.

	RADAPEX	Inhouse Team
Production releases	131	43
New applications	8	1

The previous constant churn in the inhouse team has also been removed, with the majority of the existing RADAPEX resources supporting the Managed Service.

The other benefit of the Managed Service around resourcing is the improved ability to flex the resource structure as required depending on the upcoming work, by either reducing or increasing the proportion of engineer resources within the team. We have also, when required, been able to scale the size of the team and bring in additional resources to surge on specific deliveries. On the most recent feedback survey completed by the client, the team received an average score of 4.7/5 across the various categories, including full marks in over half of the categories.

The unbelievable benefit that the RADAPEX - APEX Managed Service provides is the team size vs application ratio. In general, application team sizes average 8 people and generally only support 1 application. The RADAPEX - APEX Managed Service is currently a team of 10 which supports almost 80 applications, saving the Client over £10Million per year.

About RADAPEX

RADAPEX simplifies processes, strengthens evidence based decision making and delivers measurable efficiencies. With over a decade of experience, we integrate advanced technology with the unique priorities of the sector, enabling more effective, accountable, and resilient outcomes.

Visit radapex.com