



LIMEPOINT

CUSTOMER SUCCESS STORY

TRANSPORT COMPANY ACHIEVES DEVOPS & CENTRAL CONTROL

AusTrans has diverse interests ranging from road transport to traffic information for commuters. Recently, AusTrans decided to replace its ageing IT systems with a new, fully-integrated system that was connected to diverse sources of road and traffic information provided by government agencies, toll road operators and state police forces.*

BUILDING A NEW, FULLY-INTEGRATED, CENTRALISED SYSTEM

'Our biggest problem was a range of custom-built systems that weren't integrated,' says David Pemberton, General Manager for Solution Delivery at AusTrans, 'so we decided to build a whole new platform that collected all the data and fed them into a central system. We chose Oracle's Customer Care & Billing Platform as the basis.'

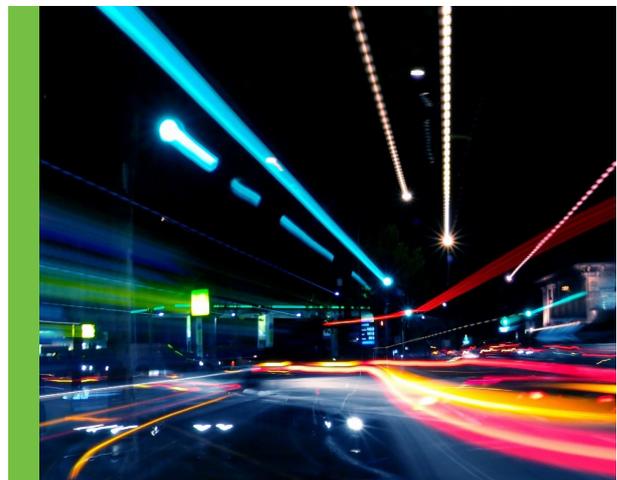
AusTrans was already using a number of Oracle applications, but building an entire new platform was a different challenge. Like other Oracle utilities, Customer Care and Billing relies heavily on Oracle Fusion Middleware (OFM), and Pemberton engaged LimePoint to assist.



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David Pemberton
General Manager,
Solution Delivery



Pemberton knew of their expertise in building and streamlining OFM-based Oracle deployments from a previous project.

'I'd worked with LimePoint before,' he said, 'and had been impressed with the deep technical knowledge of Oracle Fusion Middleware their consultants had. However, the AusTrans project was much bigger and much more complex, and it had an aggressive timeline of 18 months. Nevertheless LimePoint delivered everything we needed on time'.

ARCHITECTURE THE KEY INGREDIENT

A key role for LimePoint's consultants was to define the most efficient architecture for the project, as the new platform had to accommodate many integration points to the third party software used by AusTrans, along with many new Oracle modules.

*All case study details have been verified by the client. Names have been changed for privacy reasons at the client's request.

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In addition, the platform's design had to comply with the design and development standards used by AusTrans's IT section, such as the SOA framework and DevOps principles.

Development and Operations teams working closely together was expected enable greater efficiencies, and Pemberton saw that as way to accelerate the project. 'But it wasn't just the complexity of the technical environment,' Pemberton stressed. 'The people environment was just as challenging.'

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At its peak, over 100 contractors worked on the project. In addition to AusTrans' own IT staff and those of Accenture, RoadLink's main contractor, other specialists and SMEs were also engaged over the 18 month period.

'I have to say that LimePoint's consultants always worked as part of the bigger team,' Pemberton adds, 'collaborating seamlessly with all the other parties.'

BACK-UP TO GO LIVE

The ambitious project timeline added to the constant pressure, Pemberton concedes, but says 'LimePoint's consultants worked nights and weekends, if necessary, to ensure that deadlines were met. They were flexible and responsive – they just did what they had to do.'

When the new system went live in mid-2015, Pemberton asked LimePoint to provide 24/7 technical support for the first three months of operation, which LimePoint agreed to deliver.

THE LIMEPOINT EXPERIENCE

When asked about his experience of working with LimePoint's consultants, Pemberton says: 'They're very straight-shooting, direct people. They say what they mean, they tell you exactly what the situation is and what the options are. There's no interpretation or guesswork involved. I really like that in a partner.'

