



## CUSTOMER SUCCESS STORY

# SAC Wireless engages Inoapps for comprehensive Oracle Cloud Managed Services

### CUSTOMER

SAC Wireless

### INDUSTRY

Telecommunication & Critical Utility Infrastructure

### LOCATION

Chicago, Illinois, US

### CUSTOMER PROFILE

SAC Wireless is a wholly owned, independently operated Nokia company headquartered in Chicago, Illinois. SAC offers turnkey services to support major network builds and upgrades by providing end-to-end services including program management, site development, engineering and construction and maintenance services.

### THE PROJECT

We started our relationship with SAC in 2019 while they were engaged with a large-scale Oracle Cloud Enterprise Resource Planning (ERP) and Human Capital Management (HCM) implementation. Our initial role was two-fold. SAC contracted us directly to integrate our Commercial Management Cloud extension as part of their ERP project, to augment and expand the capabilities of Oracle Cloud ERP to meet the company's project management requirements. In addition, we provided support to their primary Oracle implementation partner with the HCM project, including providing staff augmentation of SAC's internal HCM team to support the go-live.

Following this, SAC contracted Inoapps as their Managed Service provider for their Oracle Database. With limited Oracle and database administration skills internally, SAC needed a trusted database services partner to help them both migrate their data and provide comprehensive management and ongoing support. We continued to support them in this capacity until they reached out to us following our previous excellent service delivery to take over their full Managed Service requirement following a number of business changes.

The engagement included ongoing staff augmentation, the development of an Oracle Cloud extension to handle per diem expenses, and direct end-user support for approximately 800 end users.

### THE SOLUTION

Our Managed Service engagement includes the following key elements, among others:



#### Oracle Software as a Service (SaaS) business assurance

Incident management to provide break-fix support, advice, guidance and 'how to' query responses relating to supported applications and customizations. Ongoing creation of 'how to' reference material for frequently recurring queries.



#### Oracle Cloud SaaS release management and testing

Quality assurance service for patch bundle releases, including briefings to customer super users of changes, new features and fixes in each release, plus testing each new patch or adopted functionality change.



#### Functional system administration

This includes setting up new users, support for existing reports, minor functionality activation, how to documentation, mass data imports, and assistance with workflows simplification and audit reports.



#### Staff augmentation

Ongoing provision of dedicated applications and technical consultants to act as SAC's in-house system business analyst, system improvement and support team.



#### New Platform as a Service (PaaS) extension

An Oracle Cloud extension to facilitate per diem expense requirements.

## WHY INOAPPS?

With the implementation of our Commercial Management Cloud and the demonstration over the years of the value we can add in solving critical business problems, SAC identified Inoapps as the ideal partner to ensure continuous improvement and support of their Oracle Cloud Applications. SAC especially valued our flexibility and tailored approach when addressing unique requests. Our combination of application and technical knowledge, coupled with our industry expertise, gave our customer the peace of mind to entrust us to successfully deliver this project.



"Inoapps is a great partner to work with. Most of their resources have expert level knowledge of Oracle Cloud applications and helped us in all situations since we partnered with them. Also, their management is flexible to work with and are providing a customized managed service per our needs."

**Anjan Avula**  
SAC Wireless

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## CONNECT WITH US

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