

University Sets its Own Technology Curriculum, Majoring in Digital Innovation and Security



QUT

Client Profile: Queensland University of Technology (QUT) is a leading Australian University based in Brisbane, Queensland. Home to nearly 50,000 students, it is providing real-world infrastructure, learning and teaching, and graduate skills to the next generation of change-makers. It is a front-running Australian university providing real-world learning experiences and research, being a global leader in areas such as robotics and business process management.

Industry: Education

Geography: Australia

Revenue: AUD \$1 billion

Website: www.qut.edu.au

Employees: 15,000

Products Supported: Oracle E-Business Suite 11.1.2.3 and 12.1.3; Oracle Database 12.2; Oracle Fusion Middleware, including WebLogic and SOA Suites; Advanced Database Security; Advanced Application and Middleware Security

"With Rimini Street, the support is better and at a much lower cost."

Scott Lawry,

Associate Director, Solution Design and Delivery
Queensland University of Technology

Queensland University of Technology is a leading public research institution in Australia providing quality education to nearly 50,000 students annually.

The university for the real world

The Queensland University of Technology, as "the university for the real world," faced real-world challenges: the need to rapidly expand methods of instruction and identify new revenue streams and a diverse and dispersed student population. QUT has history dating back to 1849 with the establishment of the Brisbane School of Arts; multiple combinations of predecessor colleges over the next 140 years led to the formation of the university, which offers education in concentrations ranging from architecture and education to law and technology. Such a broad-based institution required routes to accelerate digital initiatives to address these real-world challenges. While using Oracle for ERP, the IT footprint naturally grew substantially — as did its overall support spend and annual maintenance costs with Oracle. QUT began to look at its Oracle investment and realized that its annual spend on software maintenance and support was not delivering the value expected.

Another term, another upgrade demand

The university had not undertaken upgrades of its Oracle ERP for several years, not only because of the high costs and risks of disruption, but because the new versions were not delivering business value. In addition, it was investing too much time and resources into the quarterly patching cycle of Oracle products.

"There is a disruption cost to consider when undertaking any upgrades" said Scott Lawry, Associate Director Solution Design and Delivery at QUT. "We're paying for upgrades that we can't use as the disruption to the business is considerable and something we can't afford to undertake on an annual basis."

The Rimini Street Solution — a new course

The university made the switch in 2019 to Rimini Street Support Services for the maintenance and support of its Oracle footprint. Rimini Street emphasizes full service over self-service. QUT was assigned a Primary Support Engineer (PSE) with more than 15 years of experience, backed by a team of functional and technical experts. The PSE develops a detailed understanding of the overall QUT IT environment and operational needs; direct access to expert-level engineering support helps ensure prompt resolution of all issues.

Benefits

- Exceptional support services at lower cost
- Custom code and performance support not provided by Oracle
- Between 50% to 90% reduction in overall support costs
- Rebalanced the relationship with Oracle
- Flexibility on when to migrate to the cloud
- Enhanced security

Rimini Street also helped QUT deploy security solutions which, unlike Oracle security patches, do not require code updates, extensive regression tests, or downtime on production systems.

“Many of the security patches from Oracle are released on a quarterly basis, often addressing vulnerabilities which are up to 12 months old; that means your system may have been vulnerable for 12 months,” said Lawry. “By using more modern security approaches we found we would be able to better protect our systems using Rimini Street Advanced Security Solutions. Taking this approach has enabled us to redirect our resources to focus on higher-value work for the university.”

The Rimini Street Advanced Application and Middleware Security, powered by Waratek solution delivers real-time, zero-day vulnerability protection to safeguard Oracle applications and middleware, protecting against both known and unknown vulnerabilities, including those releases that are no longer fully supported by Oracle.

Rimini Street Advanced Database Security is enhanced with technology by McAfee and a next-generation database security solution, combining to protect QUT’s Oracle Databases from vulnerabilities, including those no longer fully supported by the software vendor.

In charge of its own path

Partnering with Rimini Street, QUT has taken control of its IT roadmap, while preserving the value of its Oracle software investment.

“Our applications, middleware, and the majority of our databases are Oracle-based,” said Lawry. “Our goal is to develop our relationship with Oracle to align better with our long-term strategy. The shift to Rimini Street rebalanced our relationship and put us back in the driver’s seat of our strategy, which is focused on the adoption of best-of-breed SaaS solutions, resulting in the reshaping of our dependency on Oracle infrastructure.”

QUT immediately reduced its support costs when switching its support for Oracle EBS to Rimini Street. The university was able to “bank the savings” to fund its future initiatives, including a potential move to Oracle cloud solutions.

“This approach has helped to change the conversation with Oracle and allowed our organization to start driving the agenda, not theirs,” said Lawry.

Lawry reports the cost savings are significant, but the value is being proven beyond the bottom line. The Rimini Street global support team for Oracle is staffed and ready to help 24/7/365, with an SLA of 10 minutes for critical, Priority 1 issues — actual response time is less than five minutes on average.

“We quickly realized that the value of the support we were receiving from Oracle did not match the annual spend,” Lawry said. “With Rimini Street we’re able to get better support at a much lower cost.”

For More Information

To learn more about QUT or to read other client success stories, visit www.riministreet.com/clients.

Worldwide Headquarters

3993 Howard Hughes Parkway, Suite 500, Las Vegas, NV 89169, USA | Phone: 702.839.9671 | Toll-Free 888.870.9692
riministreet.com | [linkedin.com/company/rimini-street](https://www.linkedin.com/company/rimini-street) | twitter.com/riministreet

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