



CASE STUDY

On demand Oracle expertise to keep business systems running smoothly

CUSTOMER

Go-Ahead Group

INDUSTRY

Transport

LOCATION

Global

CUSTOMER PROFILE

The Go Ahead Group is a leading international public transport leader. Their portfolio spans bus and rail networks across Great Britain, as well as operations in Ireland, Australia, Singapore, Norway and Sweden. With multiple operating companies across the group, their financial systems team supports the wider business by enabling consistent processes and timely delivery of system improvements across their organization.

BUSINESS NEED

Following a migration from Oracle E-Business Suite (EBS) to Oracle Cloud Enterprise Resource Planning (ERP) and Enterprise Performance Management (EPM), Go-Ahead faced a backlog of post go-live fixes and enhancement requests. With a small internal team and the need to move quickly, Go-Ahead was looking for a partner to help them deliver priority improvements.

Their initial engagement with Inoapps focused on the development of ten Oracle Transactional Business Intelligence (OTBI) reports. Inoapps' speed of response and expertise quickly demonstrated the benefit of having trusted specialists on hand.

"Collaborating with the Inoapps team allows us to accelerate delivery, ensuring we consistently have the necessary expertise and support available so we can operate at the speed required by the business."

John Taberner

Head of Financial Systems

MANAGED SERVICES PROVIDED

Inoapps Managed Services supports Go-Ahead across both day-to-day needs and continuous improvement, combining fast, on-demand Oracle support with practical enhancements as priorities evolve.

Services include:

- ▶ Oracle ERP and EPM application support
- ▶ OTBI reporting development
- ▶ Post implementation issue resolution
- ▶ Ongoing enhancement work

SOLUTIONS

Inoapps recommended the purchase of Managed Services Flex Credits, giving Go-Ahead access to experienced Oracle consultants without the need for a lengthy procurement process. The first initiative was the development of the ten OTBI reports.

As confidence in the partnership deepened, Go-Ahead extended their engagement and now works with Inoapps through a flexible Managed Services model. Inoapps augments Go-Ahead's internal team—supporting day-to-day operations, resolving post-implementation issues, and delivering enhancements as new requirements emerge.

An example of this ongoing enhancement work is the modernized supplier onboarding process, designed in partnership with Go-Ahead's procurement team. The new approach enables suppliers to self-register externally and submit key qualification information when onboarding, such as health and safety and information security. This has improved visibility and auditability for internal teams, reduced manual entry, and streamlined the end-to-end onboarding lifecycle. The solution has already been successfully rolled out across several Go-Ahead entities.

"Inoapps acts as an extension of our team, understands our goals, and helps us achieve them efficiently."

John Taberner

Head of Financial Systems

OUTCOMES

With Inoapps providing responsive, on-demand Oracle managed service, Go-Ahead benefits from a well-supported SaaS environment. Beyond issue resolution, the Flex Credits model lets Go-Ahead access the right skills quickly. This helps their team maintain momentum, respond to new requirements and deliver enhancements without delays.

Continuous enhancements have driven greater buy-in and user adoption across the group, allowing internal teams to focus on strategic improvements rather than firefighting.

The supplier onboarding enhancement is a strong example of this value in action—delivering reduced manual effort for internal teams and increased visibility and auditability to support more efficient operations across multiple entities.

The value of the partnership is reflected in Go-Ahead's increased purchase of Flex Credits, ensuring continued access to expert support to enhance and optimize their Oracle environments.

WHY INOAPPS?

Go-Ahead had previously worked with key members of the Inoapps team and were reassured by the practical, problem-solving approach demonstrated during the early stages of engagement. As trust grew, so did the scope of the partnership. Go-Ahead continues to work with Inoapps because they find the team proactive, pragmatic, and easy to work with—always focused on solutions that work for the business.

The flexibility of the Managed Services model means Go-Ahead always has the on-demand support they need as their priorities change. What started as a short-term engagement to clear a backlog of post go-live fixes has grown into a trusted long-term partnership.

“Inoapps connects technical and functional needs, understands our business, is available when needed, and delivers effective solutions for end users.”

John Taberner

Head of Financial Systems



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