Fiton transforms customer satisfaction
by migrating to Oracle Cloud with The DOC

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The only logistics software to fit on your business

By working with The DOC, Fiton has improved performance, scalability and freed up resources.

The Challenge:
Unreliable, unscalable legacy databases limit customer satisfaction

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More than 180 customers around the world use Fiton's on-premises datacenter to manage their mission-critical logistics operations.

They frequently experienced huge performance problems and even sometimes downtime. These issues limited their ability to successfully manage international freight and customs regulations.

When its infrastructure had reached capacity, it couldn't scale its operations. All this caused was a significant barrier to Fiton's ambitious growth plans.

The company's database managers were spending the majority of their time reacting to issues, rather than focusing on adding value for customers. Between system downtime and performance issues, Fiton was concerned that it might lose some of its key customers.

Feedback from a customer open day lead Fiton to decide it needed a cloud solution that would not only improve uptime and deliver consistent performance for its customers, but would also enable the company to scale its operations as and when it needed.

Fiton has to ensure its critical databases are available 24/7/365.

"**Offloading responsibility to The DOC and Oracle has meant that our technical staff are now free to work on improving functionality and innovation – it's where we're adding real additional value for our customers.**

Patrick Bal, Owner, Fiton

The Solution:
A large-scale cloud migration to help boost performance

Fiton decided to work with an experienced Oracle partner to ensure a smooth migration. It turned to The DOC: a Netherlands based Oracle partner Fiton already had an existing relationship with.

This was exactly on target with its schedule and happened without causing any disruption to customers.

Oracle Cloud's comprehensive worldwide coverage, instant scalability, and focus on security mean that Fiton can manage countless customers in the cloud, without placing unnecessary pressure on its in-house teams.

The solution also conforms to several local and international data protection standards, enabling Fiton's customers to use its software across multiple territories.

Patrick Bal, Fiton's owner, reflected on the early stages of working with The DOC:

" In addition to solving the scalability and performance issues we were having with our on-premises infrastructure, one of our main priorities was to offload all our maintenance responsibilities to a trusted and experienced vendor. That's why The DOC's 24/7/365 monitoring capabilities immediately caught our attention.

Fiton transferred the majority of its customers – over to Oracle Cloud in just 3 weeks.

The Results:
Improved customer satisfaction and time to focus on innovation

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Hosting its services in the cloud now means that Fiton can serve more customers without impacting performance.

The company now also has virtually limitless scalability options and can easily adopt new technologies as they're released by Oracle in the future.

Moving to the cloud with Oracle and The DOC has given Fiton a degree of freedom that they never thought possible when hosting systems on-premises.

Not only has it removed the manual labor of database management and reactive patching and repairs, but it has also given the company complete peace of mind that its customers are being looked after wherever they are, **24/7.**

The future continues to look bright for Fiton. In addition to moving its remaining on-premises customers to the cloud, the Company is also considering working with The DOC to achieve more advanced analytics capabilities using Oracle Cloud – enabling its customers to gather critical operational insights.

Within six months of migrating, Fiton has higher levels of customer satisfaction. Customers are now so satisfied with their performance and uptime that they're actively asking for Fiton to add new functionality.

The DOC's support is something that Patrick Bal truly appreciates:

" **At first we thought cloud migration at this scale was a gamble. But since going live, everything from performance to day-to-day management has exceeded our expectations. interests.**

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Migrating our services to Oracle Cloud with The DOC has helped us significantly improve performance, to the point where we're now considered a frontrunner in the Netherlands.

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Offloading responsibility to The DOC and Oracle has meant that our technical staff are now free to work on improving functionality and innovation – it's where we're adding real additional value for our customers.

About Fiton

Based in Zwijndrecht, The Netherlands, Fiton has been supplying logistics management software to companies across the globe for more than 12 years. From freight forwarding and customs regulations, to warehousing and container management, Fiton provides end-to-end ISO 9001-certified solutions for hundreds of multinational logistics companies.