



Letchworth Garden City Heritage  
Foundation  
Letchworth, England  
[www.lgchf.com](http://www.lgchf.com)

#### Industry:

Professional Services

#### Annual Revenue:

US\$17 million

#### Employees:

150

#### Oracle Products & Services:

Oracle Business Intelligence  
Publisher  
Oracle Database

#### Oracle Partner:

Explorer (UK) Ltd  
[www.explorer.uk.com](http://www.explorer.uk.com)

**“Consolidating infrastructure and process development on Oracle enables us to meet the challenges of innovation and cost cutting while enhancing staff productivity and customer service.”** – Toby Roberts, Head of Information and IT, Letchworth Garden City Heritage Foundation

## Letchworth Garden City Heritage Foundation Boosts Efficiency with Rapid Development Platform

Letchworth Garden City was created in 1903 to promote a healthy living environment for its citizens. The Heritage Foundation is Letchworth’s largest landlord and manages a property portfolio worth more than US\$167 million comprising houses, farms, land, community amenities, and 476 business premises.

### Challenges

- Gain ability to rework internal and customer-facing processes to reflect changing business needs rapidly and at low cost
- Capitalize on the value of enterprise information assets with advanced, rapid, search, analysis, and classification capabilities
- Leverage existing investment in Oracle technology to simplify infrastructure and cut IT support, maintenance, change management, development, licensing, and consultancy costs

### Solution

- Redeveloped and updated landlord’s consent system, used to process planning applications, on Oracle Application Express, a tool available free of charge to Oracle Database customers
- Benefited from the flexibility of Oracle Application Express to build a rapid, agile development environment and gain ability to adapt processes in line with changing planning legislation
- Cut cost of ownership for landlord’s consent system by 30%
- Implemented Oracle Text, also included with Oracle Database, to replace need for specific search tools for each application, with Google-style functionality across all structured and unstructured data sources
- Increased staff productivity and maximized value of data assets by providing instant access to all corporate intelligence
- Replaced legacy tool used for designing, creating, and personalizing the 50 standard letters used by landlord’s consent system with Oracle Business Intelligence Publisher
- Made changes to letters in 20 minutes using in-house team, replacing a previously outsourced process that took three days
- Cut number of Oracle databases required from four to one
- Reduced licensing overhead by 35% by decommissioning legacy tools and standardizing on built-in Oracle functionality
- Leveraged bespoke development skills, technology expertise, and tailored services of Oracle Certified Advantage Partner Explorer to cut project management resources by 75%