



*“TUSC gives us the short-term depth and long-term consistency that we simply could not achieve alone.”*

**MANATRON**  
The power to manage well.

*Early Stephens  
Chief Technology Officer  
Manatron*

### Challenge

Manatron needed to offer and support Oracle as a backend database for its Microsoft.Net-based packaged applications.

### Solution

TUSC was selected to provide development expertise as well as implementation and maintenance support for end-customers.

### Results

Manatron saves time and offers world-class Oracle support without any on-staff Oracle personnel.

among software vendors who have chosen to architect their solutions on the .Net platform. Greener states, “Manatron application support on Oracle’s database is a key strategic initiative for our organization.”

The choice to support another database platform was obvious. Managing the design, development, installation and ongoing maintenance of Oracle, however, introduced exponential variability. “Oracle runs on a wide range of operating systems, potentially making each prospect different,” says Greener. For example, an early implementation with Oracle as the backend was challenging due to Manatron’s lack of Sun Solaris experience.

*“...TUSC traced a performance problem to hardware failure and helped us maintain a positive relationship with our customer.”*

## Software Vendor Partners with TUSC Remote DBA

If your property tax statement arrives timely and correctly calculated, then you may have Manatron to thank. Over 1200 local governments in 24 states and 3 Canadian provinces utilize Manatron software to automate the back office function for auditors, treasurers, assessors and tax collectors. To ensure that its applications are optimized on Oracle and to monitor customer sites, Manatron relies on TUSC Remote DBA.

“Manatron’s primary focus is Microsoft technology; however, a portion of our current and potential customers are committed to the Oracle database,” explains Mathew Greener, Director of Technical Services for Manatron. This situation is common

With an increasing commitment to .Net and a critical mass of expertise on Windows and SQL Server, Manatron turned to TUSC in 2000 to augment their development staff. “Partnering with TUSC Remote DBA provides continuous and direct access to the world’s leading authorities on Oracle technology.” Greener continues, “The level of expertise and continuous collaborative support that we receive from TUSC could not be achieved by hiring or consulting with one or two senior-level Oracle DBAs.”

Greener is quick to point out examples of how TUSC assists in the development cycle as well as with client implementations and explains, “Oracle executes SQL statements differently from SQL Server and our DBA at TUSC not only tunes them, but also advises us on architecture →

considerations.” This is especially important because even the most comprehensive load testing cannot reproduce what each Manatron customer asks of their system during intensive billing cycles.

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Director of Technology  
Manatron*

“Our assigned TUSC DBA often diagnoses and corrects system issues in a matter of minutes that would have taken us hours or days to find, let alone fix,” states Greener. Furthermore, Manatron recognizes a clear difference between vendor-based support and TUSC. “It takes much longer to manage a call through other support organizations.” says Greener. “TUSC takes ownership of an issue and sees it through.”

Another common problem unique to software vendors is that their customers hold them responsible for issues that may not be related to their software. A third party opinion from an industry

expert like TUSC mitigates potentially political situations, especially if the customer has a staff of Oracle DBAs. “In one case, TUSC traced a performance problem to hardware failure and helped us maintain a positive relationship with our customer,” says Greener.

“We save so much time because of TUSC,” says Greener, who recognizes that the need for Oracle expertise will only increase as Manatron positions itself as the leading provider of property software.

Greener and Early Stephens, Chief Technology and Marketing Officer, agree that the TUSC partnership is part of a long-term strategic plan. “Because our average customer has been with us for over 15 years, long-term viability of our solution is a factor critical to our success,” explains Stephens. He continues, “TUSC gives us the short-term depth and long-term consistency that we simply could not achieve alone. This in turn allows me to commit to our customers and prospects that the Manatron team will be there to make sure they meet their obligations to their taxpayers and communities.”

While Manatron and TUSC may not be able to change the fundamental certainty of taxation, together they are helping ensure that the amount you pay is accurate.

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## ABOUT TUSC

Specialists in helping companies optimize their investment in Oracle Technology. Providing integrated functional and technical solutions since 1988 in the areas of Managed (DBA) Services, Database Services, Training & Mentoring, Custom Development, Oracle’s E-Business Suite, Business Intelligence, and Licensing.

Oracle Certified Partner  
Technology & Applications

**We Deliver Value**

Toll-Free  
800.755.TUSC

On the Web  
[www.tusc.com](http://www.tusc.com)

## ABOUT MANATRON

Manatron is a nationwide customer and property-centric company that designs, develops, markets and supports a family of web-based and client-server application property software products for county, city and township governments. Manatron also provides mass revaluation, appraisal and consulting services to help ensure updated and equitable property values. Manatron currently serves approximately 1,200 customers across North America.

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