



## North American Photomask Manufacturer stays ahead with Oracle R12 Upgrade

### About The Client

World leader in photomask manufacturing for semiconductors, LCDs and other microelectronics with 13000+ employees and 7 manufacturing facilities around the world.

### Business Challenges

- **Suboptimal Process Efficiency:** Outdated functionality of legacy ERP together with process inconsistencies across business entities hampered procure to pay and order to cash efficiency
- **Reporting Challenges:** Lack of effective management of Oracle reporting with view across business entities
- **High Cost of Maintenance:** Extend of customization in the current ERP led to substantial support requirements and costs
- **End of Oracle Support:** The end of product vendor support for the current ERP would impact business

These challenges triggered the need for the client to look for an Oracle R12 upgrade.

### Solution Highlights

- **IP Driven Innovation:** Hexaware's PROBE tool was used for the 11i Instance Assessment helped in "on time and on budget" project execution
- **Multi-Language Upgrade:** Oracle R12 Upgrade was done in 5 languages (German, Greek, Korea, English, Chinese)
- **Cutting Edge Solution:** was put to action for CEMLI retrofitting, which reduced 40% of customizations and achieved Automation in Procure to Pay IT Process
- **Enabled Operational Transparency:** with customized reporting and dashboards for the client's key stakeholders
- **Accounting Process Consolidation:** was done across clients' operating network
- **Knowledge Transition Workshops:** was designed to coordinate with key stakeholders from various locations
- **Global Delivery Approach:** was leveraged with Onsite – Offshore cost effective model
- **Fixed Price Engagement:** on time and on budget in record 6 Months.

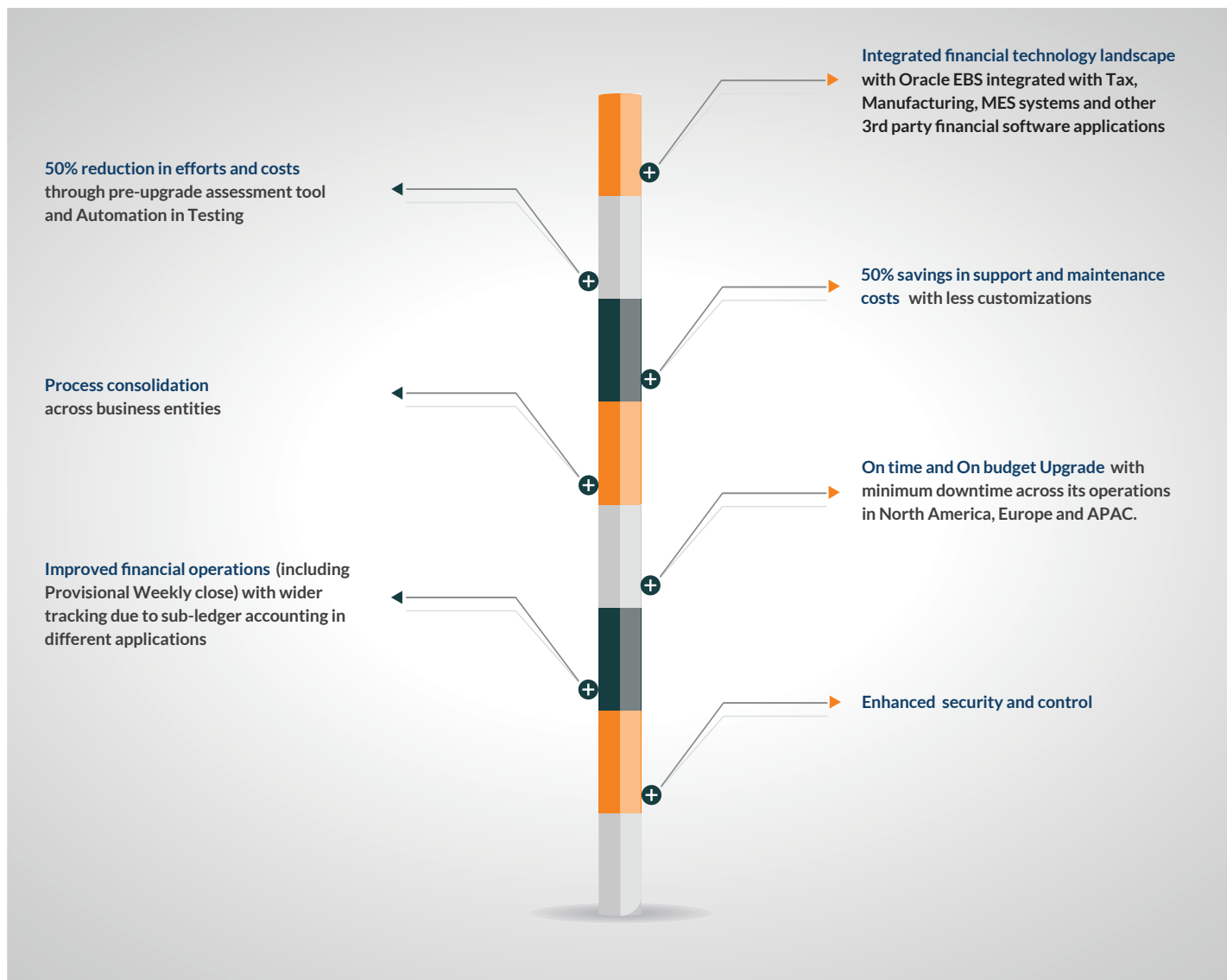
### Scope of Services

Hexaware was selected to lead the Oracle R12 upgrade and the following were identified as the project scope:

- Upgrade of Oracle EBS 11i to the R 12.1.3 version for the General Ledger, Accounts Payable, Accounts Receivable, Purchasing and Inventory modules
- Provision of executive management reporting, moving ADI report to FSG THEME based reporting
- Enable consolidated features, including consolidated view across ledgers
- Technical enhancements in customizations.



## Benefits



## About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight. We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences'. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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