Oracle R12 upgrade & multi-year application management support for a global system integrator

Client Overview

The client is a Global system integrator with more than 30,000 employees across 100 countries.

Application Landscape:

Oracle EBS

- Oracle R12 Modules: All Financial Modules, Purchasing, Inventory, Order Management, Service Contracts, Projects Accounting, Install Base, Web time, Warehouse Management, Advanced Pricing, OTL, Cost Management Modules
- Hyperion Suite – HFM, HPM, HFDQM , HTM
- Localizations: 7 (Brazil, Columbia, Mexico, Malaysia, Portugal, France, India)
- Countries: 80

The Outcome

- Saved $1.2 Million by reducing revenue leakage through Oracle R12 upgrade

The Approach:

Hexaware was selected as a preferred partner of choice for managing and supporting Oracle application portfolio using a global delivery model. Using the onsite/offshore team of 76+ Oracle EBS consultants, salient features of the engagement are

- Legacy Modernization through 80 country upgrade for 2 global instances
- Portfolio optimization resulting in license costs reductions
- Deployed a dynamic & intuitive Knowledge Management system for seamless transition
- Quick integration of Oracle Applications to create required business processes while minimizing risks
- Scalability & performance improvement in a short time span
- In depth documentation for Oracle applications including customizations

Project Scope

- L1, L2 and L3 support including Oracle SR management for Oracle EBS
- Implementation of Global Reporting & Analytics program using Oracle Hyperion Suite.
- L1, L2 and L3 Support for Global Reporting & Analytics program using Oracle Hyperion Suite
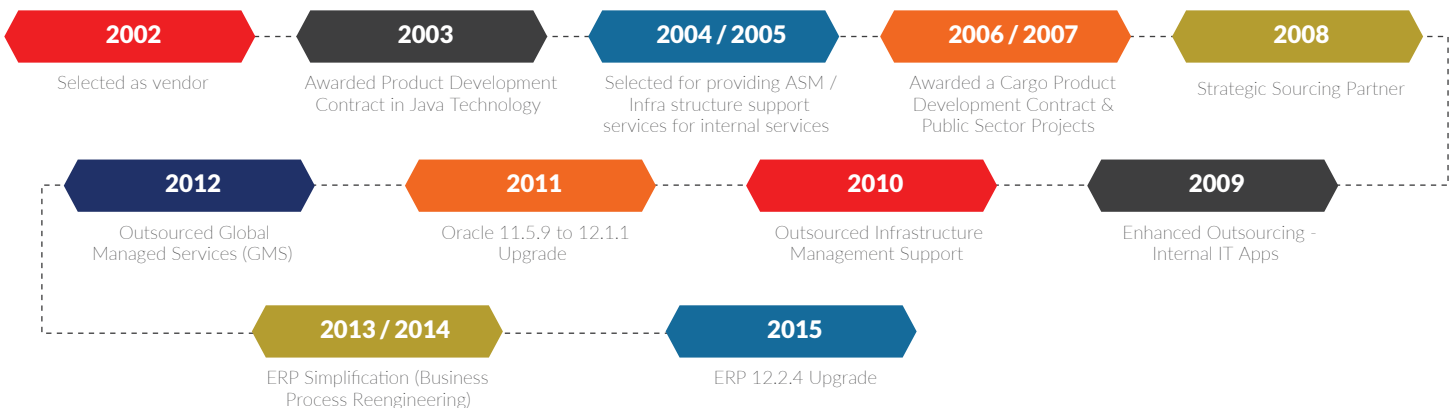- Upgrade and Migration of Oracle EBS from version 11.5.9 to 12.1.1 to 12.2.4

The Coverage

	Production Support & User Coverage	DBA		Application Support
		Support	**Engineering**	
Activities	L1 / L2	Regular Maintenance / Daily refresh / Day to Day operations	POC / Upgrade activities	Code Bug fixes/ Enhancements / CR/TAR
Team Size	1/1/23 (OS/NS/OFF)	0/0/7 (OS/NS/OFF)	1/0/6 (OS/NS/OFF)	10/1/26 (OS/NS/OFF
Coverage	24/7	24/7	14/5	14/5
Geography	Global	Global	Global	Global
Ticket (Monthly)	950	300	30	180

Note: Month end closure Support +5 / -5 Days 24/7
Critical / High SRs will be worked as 24/7

Trusted Relationship

Strong Relationship with focussed Account Management & Solid Delivery Management

2002
Selected as vendor

2003
Awarded Product Development Contract in Java Technology

2004 / 2005
Selected for providing ASM / Infra structure support services for internal services

2006 / 2007
Awarded a Cargo Product Development Contract & Public Sector Projects

2008
Strategic Sourcing Partner

2012
Outsourced Global Managed Services (GMS)

2011
Oracle 11.5.9 to 12.1.1 Upgrade

2010
Outsourced Infrastructure Management Support

2009
Enhanced Outsourcing - Internal IT Apps

2013 / 2014
ERP Simplification (Business Process Reengineering)

2015
ERP 12.2.4 Upgrade

Business Benefits:

Process Levels	Technology Levels	Business Levels
• Support with 99% SLA compliance • Centralization, Transparency and control of data • Improved efficiency and end to end process re-engineering • Process streamlining and improved turnaround time • Accelerate reporting cycles	• Seamless upgrades with less than 2 working days of down time • Data Quality at 99.76 Quality Tolerance level in 6 calendar months. • Dynamic knowledge management system built in a turn-around time of 7 months • Adapter based custom built integrators	• Record to report cycle reduced by 18.7% • Straight through pass for Account payables improved by 6% Y-o-Y • Collection Efficiencies increased by 11% Y-o-Y • Variance in the expenses reduced by 4.8% • Reduce the cost of compliance

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 by 'Powering Man Machine Collaboration.' 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.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

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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