



Case Study

Manufacturing & Consumer



Oracle Managed Services for World's Largest Publisher for Schools to Improve its Operations

Some of the seasoned firms realise the value of decreasing the time it takes to close the monthly books, allowing them to focus efforts on other business priorities.

More than often, the tedious process of closing the books is an overlooked and neglected task that works as a bottleneck to the organisation. The result can be a hit on the finances as well as transactions back-dating points of sale.

Quote: "Most of the team members were not aware of what needed to be done and by when, which led them to move from fire to fire to get things done", explains the client CEO.

Our Customer

The client was a major giant in the printing and publishing industry.

"Hexaware understood that behind this delays in month-end closure process were a toxic mesh of close to 44 different operating applications that were running simultaneously on various channels".

Here are some of the pain-points of the client.

- **Highly Time Consuming** Finance Closure Process – Mainly due to a high-number of different operating applications, all running at the same time.
- **Lack of Scale** – due to multiple operating business segments, such as: Children's Books Publishing, Education and International Books.
- **Slower Turnaround** – in issue resolution and response times, due to complex technological architecture.
- **Highly Complex Architecture** – due to integrated applications carrying heavy data traffic.

Impact: Month-end-closure process is delayed. Each application had a financial implication. Created a bottleneck. They had many transactions going behind their point of sale.

Business Imperatives

Firstly, the Hexaware team has successfully and adeptly been able to provide L1, L2, and L3 support to the client. Secondly, due to the complexity of the solutions offered, our team managed over 100+ critical tasks, especially during the transition phase. This also resulted in thousands of operational integrations that needed to be sorted, monitored and trouble-shoot.

Let's take a look at the scope of engagement in a nutshell:

- Provide L2, L3, L4 Application Support
- Manage 100+ Critical Jobs
- Monitor and Trouble-Shoot 1000+ Integrations



Solution

Known for its knowledge of the IT landscape and its policy of exceeding client expectations, Hexaware's team of experts devised the following solutions that addressed the client's specific challenges:



Short time for transition



99% SLA Adherence post 3 month Stabilization



Resolution of an average of 600 tickets per month supported



Implementation of SIAM-based service, integration layer coupling Infra & Apps support team



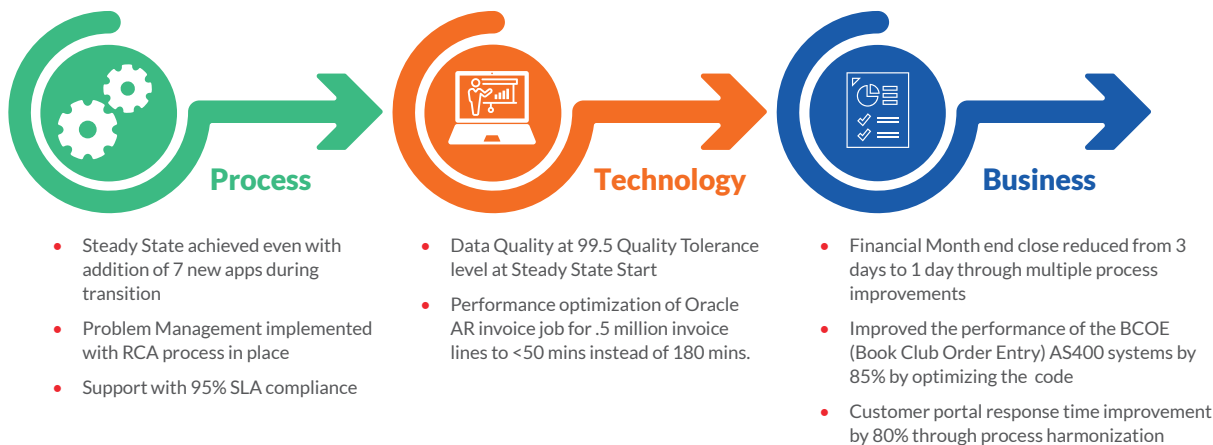
Undertook major Modernization projects like:

- Boundary Systems Integrations
- Customer Portal Enhancements for billing visibility leveraging Java , XML & Web Services
- Digital Subscription to manage customer contracts leveraging Contract Lifecycle Mgmt. (ASP, .NET) & Oracle EBS
- Support for JDE migration to Oracle Cloud

Business Benefits

Hexaware's team of experts monitored the client's systems and processes with a critical eye to making improvements and were able to provide the following solutions:

Benefits Realized



Usability and Experience

UX EXPERIENCE

80% Improvement
in Customer Portal
Response Time



Business Agility

AUTOMATION FIRST

35%+ FASTER
AUTOMATION



Efficiencies

Faster Responses

>60% increase in
Critical Job
Completion



NA Headquarters

Metro 101, Suite 600, 101 Wood
Avenue South, Iselin,
New Jersey - 08830
Tel: +001-609-409-6950
Fax: +001-609-409-6910

India Headquarters

152, Sector - 3
Millennium Business Park
'A' Block, TTC Industrial Area
Mahape, Navi Mumbai - 400 710
Tel: +91-22-67919595
Fax: +91-22-67919500

EU Headquarters

Level 19, 40 Bank Street,
Canary Wharf,
London - E14 5NR
Tel: +44-020-77154100
Fax: +44-020-77154101

APAC Headquarters

180 Cecil Street,
#11-02, Bangkok Bank Building,
Singapore - 069546
Tel: +65-63253020
Fax: +65-6222728

