



Application Support and Maintenance of the Financial systems and BI applications for a leading shipping service provider

Client Overview

The Client is an international group, offering transport and logistics solutions. Its core service package includes terminals, transport services, freight forwarding and contract logistics in a number of industries. The clients aim is to be a partner of choice in maritime supply chain solutions.

Business Need

SLA driven Level 2 and Level 3 Application support for Oracle Financials, Enterprise Performance Management, Reporting and third party integrations .

Business Challenge

- Multilingual User Base (8 countries)
- Lack of Third Party Product knowledge and usage
- Client's location Support Window
- Month End/Quarter End/Year End Support coverage for multiple countries
- Integration with third party systems and co-ordination with vendors
- Understanding of country's Finance Regulations and Laws

Hexaware Approach

The Oracle EBS Practice in Hexaware setup a team with of functional and technical consultants along with Oracle DBA's to

work on the Knowledge acquisition phase country by country. With the help of BI consultants and trainings from product vendors. The BI team was setup to support Enterprise Planning and reporting.

Business Benefits

Airport's business objectives in the removal of notes applications are as follows:

- 40 tickets reduced due to permanent fixes over a year.
- 4 CVA's delivered of 7K \$ Delivered
- Modernized the application stack the to the latest version for a couple of third party tools. Eight countries support
- Automated solution to self heal recurring issues
- Customizations done to improve performance of AP and AR jobs
- Database fine tuning and regular monitoring to improve availability
- Upgrade support of third party applications and integrations

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