

Customer Profile

A leading global provider of integrated enterprise simulation solutions

Industry: High Tech

Employee: 1500 plus

Global Spread: 23 Countries across North America, Europe, Asia-Pacific & Middle East Africa

Engagement Details

Service Type: Enterprise Solution-Oracle E-Business Suite

Engagement Mode: Onsite/Offshore

Resources Deployed: Onsite: 2, Offshore: 3

Duration: 18 Months

Key Benefits in IT Operations

- ❖ Up-to 60% in cost saving for the company as a result of optimal mix of onsite - offshore model
- ❖ Reduce IT expense within the organization (investment in people)
- ❖ Consistent and predictability in service delivery reduced cost of Maintenance

Key Benefits in Business Operations

- ❖ Introduced clarity in tracking support services offered for client's products & services.
- ❖ Strict controls introduced to simplify complex business processes and redesigned the Order processing and revenue recognition process.
- ❖ Elimination of redundant systems.

For additional information or to discuss an opportunity with us, please email us to info@computechcorp.com

DETROIT : MI
100 W. Kirby St.
Suite 101
Detroit, MI 48202
Tel: (248) 594 6500
Fax: (248) 594 4855

Oracle 11i Upgradation and Global Support

Customer is a leading global provider of virtual product development tools, including simulation software and professional services that help companies make money, save time and reduce costs associated with designing and testing manufactured products. The customer works with thousands of companies worldwide in hundreds of industries to develop better products faster by utilizing information technology, software, services and systems to enhance and automate the product design and manufacturing process.

Key Challenges

- ❖ The challenge to extend support to a number of non-English speaking countries which meant organizing rigorous training to acquaint team members with the cultural backgrounds, local languages, and works ethics
- ❖ Plan and develop a fool-proof 24x7 Global Support Model , which means extending support services for mission critical applications across multiple time zones
- ❖ Undertaking large volumes of data conversions task that spans more than 8 years

High-Level Project Goals Achieved

- ❖ Upgrade and Conversion from 11.5.4 to 11.5.8 versions in US and LatinAmerica.
- ❖ Upgrade from 11.0.3 to 11.5.8 for Financials (PO,AP,AR, GL, FA and CM), Order Management, Inventory, CRM (IB, IC, SC) in Europe.
- ❖ Implementation of CRM modules including Service Contracts.
- ❖ Application maintenance & support for Oracle Financials, Manufacturing (WIP,BOM), OM & Distribution, HRMS and CRM.
- ❖ RICE services around the application and database management services.
- ❖ Global Support covering multiple geographies including North America and Asia Pacific (completely offshore).
- ❖ Development of interfaces for Oracle Application with Discoverer (for management reports) and Lotus Notes (for sales and marketing team).