Case Study: Oracle E-Business suite R12

About the Client:

Client is a multi-divisional, ISO 9001 certified global company, manufacturing advanced engineering products for process and power industries to provide solutions in Energy, Efficiency and Process Automation across the World. They have been building steam engineering and control instrumentation solutions that work for process industry. Oracle E-Business Suite has been their core enterprise resource planning system to manage Financials, CRM, Supply Chain Distribution and Manufacturing operations in an integrated manner.

Business need:

Client needed to move on to the latest version of Oracle E-Business Suite (R12) to make better use of the system and for business benefits by using enhanced and upgraded features. The plan was to move to a newer system by using the internal skills sets available within the organization. They needed the simulation of the solution to decide upon the approach, considering the current system challenges and enhanced features of the New System.

Our Solution:

 Infomatics planned the proof of concept using existing system configuration and setting up a new instance to demonstrate the business implications and benefits.
With an aggressive time line of 14 weeks for the configuration of Oracle E-Business Suite R12.0.0 for a single organization structure, we staffed our experienced and skilled resources for this project and delivered the solution with an 'onsite – offsite' delivery model.

Tasks involved were:

- Identified redundant customizations in the existing system implementation and replaced them with a new in-built functionality in the new system.
- Infomatics demonstrated the business cycles from Distribution and Manufacturing to Service and financials using the latest version of Oracle E-Business Suite Configuration.

Business Challenges:

- Client has upgraded from Oracle E-Business Suite 11.0.3 to 11.5.8 version and has been using the Oracle E-Business Suite system for the past seven years.
- Client teams are novices to the new features and the latest version of Oracle E-Business Suite (R12).
- They have built a few customizations in Forms, Work-flows and Developed Reports for enabling the system to behave according to the business needs.
- They had list of unsolved queries related to system administration, distribution, manufacturing and financial system which they wanted to get rid of when they moved to the new system in order to make effective use of the new features for business.

Business Value Delivered:

Infomatics delivered the solution on time in-spite of numerous challenges, complexities and aggressive time lines considering the scope of this project. Customer was satisfied with the solution demonstrated and was happy to have most of their queries solved to their business satisfaction.

Customer identified the below benefits:

Platform with the latest technology stack configured with client specific setups.
Oracle R12 Distribution, Service and Manufacturing modules implemented successfully.
Oracle R12 Finance modules along with India Localization implemented successfully.
Elimination of some of the existing customizations with new functionality of R12, resulting in significant improvements and benefits over business processes.