An Engagement Ring Provider "Ties the Knot" with Support and Hosting Services

IT Convergence
EXPERIENCE the power of results

IT Convergence commits to readily-available support and a stable environment with an Engagement Ring Provider.

A LOOK AT AN ENGAGEMENT RING PROVIDER:

This Engagement Ring Provider was founded in the 1920s and currently operates freestanding locations in Southern California, and Texas. The company serves as the destination for couples in love and specializes in engagement and wedding ring settings along with loose diamonds. The client also carries an extensive selection of promise rings, anniversary bands, earrings, pendants and bracelets.

THIS ENGAGEMENT RING PROVIDER NEEDED TO:

> **Support its growing Oracle environment**
>
> **Fine-tune technical issues**
>
> **Restructure system organization**

Facing business expansion and with a need to adapt quickly to the market place, the client looked for a partner that could help them with their Oracle E-Business experience, including hosting reliability and support.

After doing a system audit and having found some areas of improvement in the way that this Engagement Ring Provider conducts its business practices, IT Convergence (ITC) injected a temporary CIO on-site to analyze current business processes and make recommendations for change, growth and stability.

Although a challenging project due to the fact that during the transition period ITC's team did not have visibility into the client's environment, ITC was able to develop and invest to recreate their environment prior to the cut over. Now this Engagement Ring Provider has more time to expand its business because they now invest fewer resources in technical problems and could go live on-time and on-budget. Today the client is positioned to expand its business.

BY WORKING WITH IT CONVERGENCE THE CLIENT WAS ABLE TO:

> **Benefit from a secure hosting environment for its Oracle solutions**
>
> **Implement new business processes of Oracle systems to handle on-demand transactions of retail business.**
>
> **Obtain 24/7 access to Oracle support and expertise**

The partnership with IT Convergence allows the investment of fewer resources in technical challenges and allows them to focus on business strategies.

CONTACT US TODAY TO FIND OUT HOW IT CONVERGENCE'S SUPPORT SERVICES CAN HELP YOU FOCUS YOUR VALUABLE RESOURCES ON YOUR BUSINESS' EXPANSION.

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