ORACLE EBS ASSESSMENT
WITH ERP AND CLOUD ROADMAP

FOR A LEADING IT AND COMMUNICATIONS SERVICE PROVIDER

CASE STUDY

CUSTOMER PROFILE

CLIENT

The client is a leading global Information and Communication Technology (ICT) service provider specializing in the delivery of business transformation solutions.

INDUSTRY

Information Technology & Services

COMPANY HQ

Hebron, KY

EMPLOYEES

4,100

ANNUAL REVENUE

$860 Million

IT CONVERGENCE SERVICES

- **Oracle EBS Assessment**
- **ERP and Cloud Roadmap**

APPLICATIONS & TECHNOLOGIES

Oracle E-Business Suite

- **Financials**
- **Human Capital Management**
- **Order to Cash**
- **Procure to Pay**
- **Field Service / Depot Repair**

THE CHALLENGE

The client was running a legacy version of Oracle E-Business Suite and needed to optimize inefficient processes. They also wanted to enhance EBS reporting capabilities. The client was running a legacy version of Oracle E-Business Suite and needed to optimize inefficient processes. They also wanted to enhance EBS reporting capabilities.

ASSESSMENT OBJECTIVES

The client needed ITC to assess their Oracle EBS system and provide recommendations for:

- Business Agility – Move towards standard business processes
- Reporting and Intelligence – Improve information visibility
- End User Experience – Enhance UX via efficiency and modernization
- System Stability – Ensure that processes complete as expected
- Maintainability / Upgradability – Minimize customizations, sustain system and patch levels
- Future State – Future state roadmap for Oracle EBS and Oracle Cloud

ASSESSMENT APPROACH
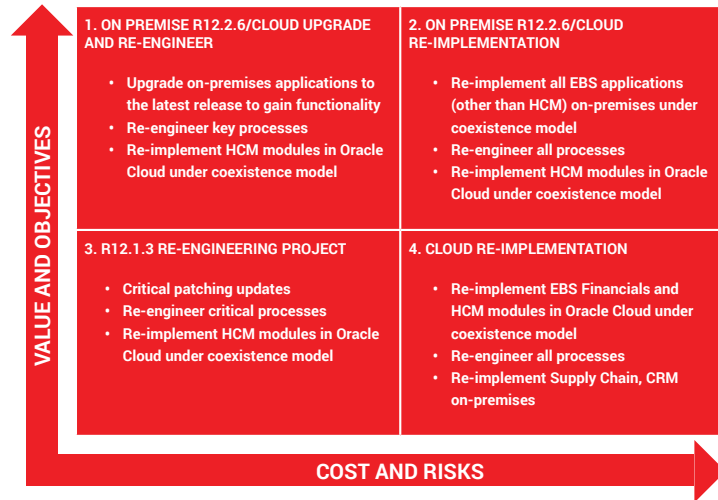
The assessment was performed in 4 phases:

- Plan – ITC scheduled workshops, identified relevant teams and reviewed the documentation
- Analyze – ITC conducted workshops and interviews with the client's team and analyzed the strategic approach
- Document and Review – ITC developed initial deliverables and reviewed the preliminary findings
- Present and Deliver – ITC presented the findings and deliverables to the client's executive team
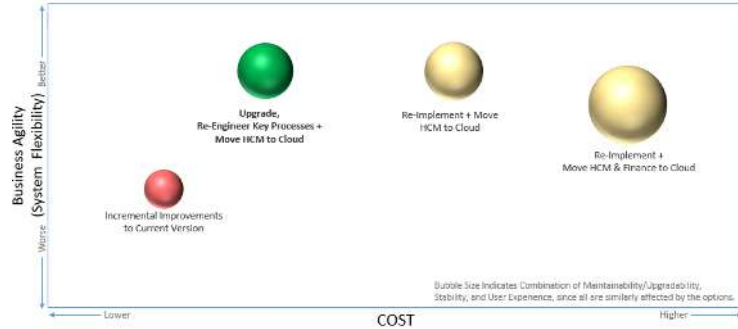
KEY FINDINGS

- The core Oracle HR structure required a redesign as all their HCM processes were inefficient
- Manual finance processes were negatively impacting finance efficiency
- Inefficient project profitability reporting was affecting the ability to support and integrate future businesses
- Lack of an enterprise reporting solution and no real-time reporting capability
- Opportunity to improve processes in Procure to Pay, Order to Cash and Field Service

Taking the client's business and IT objectives into account, ITC presented four options and recommended option 1:

ORACLE "NEXTGEN" – FOUR OPTIONS FOR CONSIDERATION

VALUE AND OBJECTIVES ↑

1. ON PREMISE R12.2.6/CLOUD UPGRADE AND RE-ENGINEER	2. ON PREMISE R12.2.6/CLOUD RE-IMPLEMENTATION
• Upgrade on-premises applications to the latest release to gain functionality • Re-engineer key processes • Re-implement HCM modules in Oracle Cloud under coexistence model	• Re-implement all EBS applications (other than HCM) on-premises under coexistence model • Re-engineer all processes • Re-implement HCM modules in Oracle Cloud under coexistence model
3. R12.1.3 RE-ENGINEERING PROJECT	**4. CLOUD RE-IMPLEMENTATION**
• Critical patching updates • Re-engineer critical processes • Re-implement HCM modules in Oracle Cloud under coexistence model	• Re-implement EBS Financials and HCM modules in Oracle Cloud under coexistence model • Re-engineer all processes • Re-implement Supply Chain, CRM on-premises

COST AND RISKS →

CONCEPTUAL COMPARISON OF FOUR OPTIONS

(BI / Reporting are will be built out in Orion and can therefore be roughly the same with any approach option.)

SUMMARY OF RECOMMENDATIONS

- Upgrade all Oracle EBS modules except HCM to the latest on-premises version
- Re-engineer key processes according to Oracle best practices and remove inefficient processes
- Re-implement HCM in Oracle's Cloud version
- Execute data cleansing to fix data errors and duplicates
- Implement an enterprise data warehouse and enhanced reporting for EBS

ITC ADVANTAGE AND EXPERTISE

- Oracle Platinum Partner and Oracle Excellence Awards Recipient
- Oracle Cloud Excellence Implementer (CEI) & Oracle Cloud Managed Service Provider (MSP)
- Advisory Board Member of Oracle EBS
- Oracle ACE Directors and Deep Functional Expertise
- Gartner Magic Quadrant Recognition for 8+ years (2012-2019)
- Proprietary Migration Accelerators that Automate the Data Conversion Process

ITC provides unbiased advice to define the best roadmap for you, taking into account your current business processes, IT footprint and areas of opportunity for innovation. Contact us today to find out how we can help your organization with an Oracle EBS assessment and a roadmap for ERP and Cloud.