# ITConvergence®
EXPERIENCE *the power of results*

# ORACLE ERP CLOUD IMPLEMENTATION AND SUPPORT FOR LEADING BIOTECH COMPANY

## SETUP AND CONFIGURATION, POST-PRODUCTION IMPLEMENTATION SUPPORT, AND MANAGED SERVICES

## CUSTOMER PROFILE

**HQ**
San Francisco, CA

**INDUSTRY**
Biotechnology

**EMPLOYEES**
200

**ITC SERVICES**
- Professional Services
- Cloud and Managed Services

**APPLICATIONS & TECHNOLOGIES**
- Oracle ERP Cloud (SaaS)

## INTRODUCTION

The client is a leading genetic medicines company focused on developing and commercializing innovative products for serious rare neuromuscular diseases. They are a clinical stage company, developing a compelling portfolio of innovative AAV-based genetic medicines.

## CHALLENGES

The client was in the process of implementing Oracle ERP Cloud but their implementation partner was unable to complete the project. In addition to ongoing release, defect management, and enhancements, they were seeking a vendor to provide managed services and ongoing support for Oracle ERP Cloud and its integrations with third-party systems.

## SOLUTION

ITC completed the setup and configuration of the client's production environment in accordance with the predefined project plan and existing configuration documentation. We completed pre-prod configuration and documented all setups and configurations according to the client's requirements.

ITC provided Hypercare Support (post-production implementation support) to their IT team and end users. We evaluated the current environment, architecture, processes, and open issues to define a plan for the seamless transition of ongoing support and development from the implementation team to the managed services team.

## RESULTS

- Configured the production environment as per the pre-defined project plan
- Seamless transition of ongoing support and development from the implementation team to the managed services team
- Predictable maintenance and support costs for Oracle ERP Cloud and its integrations
- Better performance and reduced downtime due to proactive maintenance and continuous process improvements
- Reduced overall costs and risk due to better compliance and security

## ITC ADVANTAGE

- ITC's effective change management ensured a smooth transition with no impact on business operations, without significant effort from internal IT
- 24x7x365 support via email, phone and ITC's Service Desk

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