ITConvergence
EXPERIENCE the power of results

ELEVATED ORACLE CLOUD FUSION SERVICES RESULTS IN 40% PRODUCTIVITY INCREASE

OPERATIONAL EXCELLENCE THROUGH ITC STRATEGIC PARTNERSHIP

CUSTOMER PROFILE

HQ
Englewood, Colorado, US

INDUSTRY
Professional Services

EMPLOYEES
60,000

ITC SERVICES
- **Consulting**
- **Solution Assessment**
- **Training**

APPLICATIONS & TECHNOLOGIES
- **Oracle Fusion**
- **PBCS**
- **OCI PaaS and IaaS**
- **HCM**
- **EPM**

INTRODUCTION

A professional association with more than 428,000 members in 130 countries sought a trusted Oracle service provider to address their long-standing business pain points and adapt to their evolving needs. Their previous vendor's rigid contract terms and limited scope of work hindered progress. Recognizing the need for a strategic partner, the company turned to ITC, leveraging their Oracle expertise and proven track record in delivering tailored solutions for Oracle cloud fusion and integration managed services.

CHALLENGES

- Inflexible contract terms with prior vendor resulted in lost productivity and unwanted spend

- Lack of comprehensive documentation limited company's ability to rely on the vendor as a trusted source of information and education

- Reluctance from some of the user community to adapt to Cloud Fusion

- Insufficient integration mapping and documentation for existing systems

- Concerns over scalability to accommodate future growth and increased usage

SOLUTION

ITC's approach focused on addressing all challenges through:

- Conducting comprehensive analysis of the unique business needs and goals

- Developing a tailored support solution leveraging ITC's expertise in Oracle Fusion, PBCS, and OCI PaaS and IaaS

- Implementing a multi-week knowledge transition plan with detailed documentation deliverables

- Providing ongoing support and maintenance for Oracle Fusion Finance, HCM, EPM/ PBCS, and OCI

- Developing the foundational knowledge base for expedited & ongoing issue resolution

- Adopting a modular approach for scalability and future growth

RESULTS

- Enhanced efficiency through streamlined business processes, achieving roughly 30% time savings and 25% in increased productivity

- Cost reduction of 15-20% by minimizing manual tasks and improving resource allocation

- Improved end user satisfaction by more than 20% with faster response times and personalized services

- 35% improvement in decision-making accuracy through valuable insights and analytics from ITC personnel

- Increased flexibility and agility by 40%, enabling easy scalability and adaptability

- Reduced risk of non-compliance penalties by 50% through enhanced data integrity and regulatory adherence

- Better use of Oracle Cloud Fusion is forecasted to help increase revenue by about 20% through accelerated business turnaround

ITC ADVANTAGE

- **Development of tailored solutions with expertise in Oracle Fusion, PBCS, and OCI PaaS and IaaS**

- **Advanced capabilities and experience in executing similar projects**