

A FACILITY SERVICES AND SOLUTIONS COMPANY OPTIMIZED OPERATIONS AND UNLOCKED INNOVATION POTENTIAL BY MIGRATING FROM JD EDWARDS TO ORACLE CLOUD

LEVERAGING ITC'S EXPERTISE IN ORACLE CLOUD IMPLEMENTATION AND INTEGRATION

CUSTOMER PROFILE

HQ

New York, US

INDUSTRY

Facility Services

EMPLOYEES

140,000

ITC SERVICES

- Consulting
- Solution Assessment
- Managed Services

APPLICATIONS & TECHNOLOGIES

- Oracle EBS
- Oracle Applications
- JD Edwards

INTRODUCTION

A facility services and solutions company, in a critical move to optimize operations and unlock innovation potential, embarked on a migration from JD Edwards to Oracle Cloud. ITC partnered with the client, providing a team of senior consultants with deep expertise to deliver a seamless customer experience.

CHALLENGES

- Conducting the implementation of an Oracle Solution bringing combined information from multiple JD Edwards instances
- Designing a consolidated model for all operating units expected to start working with new process models
- Completing complex testing cycles including Oracle and external system users
- Defining the new architecture of existing and new developments and working jointly with an external development organization

SOLUTION

- Leveraging our proven track record with the TEVA Program Reference and a team of dedicated Oracle Consultants, ITC established credibility and provided the necessary functional and technical knowledge throughout the project.
- ITC assisted the customer in refining the project scope and designing a customized solution that aligned with the client's specific business needs.
- ITC's team provided expert support for integrating systems with the new Oracle Cloud environment, guaranteeing smooth data flow and functionality.
- To guarantee data integrity and minimize disruption during go-live, ITC conducted a comprehensive testing process with six conversion cycles, exceeding industry best practices for data migration accuracy.
- ITC actively supported the client and Oracle during the audit processes, ensuring compliance with all security and regulatory standards.

RESULTS

- Streamlined Operations: A unified database and integrated functionalities within a single platform streamlined operations, reducing complexity, and improving data accessibility.
- Enhanced Efficiency: Business process automation increased, leading to improvements in overall productivity and allowing employees to focus on higher-value tasks.
- Seamless Collaboration: Improved integration with external systems enabled real-time data exchange with partners, fostering faster collaboration and improved customer service.
- Reduced Costs: Replacing custom developments with standard Oracle Cloud functionality significantly reduced maintenance costs, freeing up resources for strategic initiatives.
- Innovation Engine: With a robust and scalable Oracle Cloud platform in place, the client is now empowered to drive innovation, develop new capabilities, and stay ahead of the competition in a dynamic market.

ITC ADVANTAGE

- Proven track record with the TEVA Program Reference
- Dedicated Oracle Consultants
- Advanced capabilities and experience in executing similar projects