



XORIAN ORACLE APP CASE STUDY

CLIENT OVERVIEW

Our client is a leading business integration and process management software vendor with worldwide operations. Our client's products enable real-time distribution of information and have been adopted in diverse industries including financial services, telecommunications, electronic commerce, logistics, transportation, manufacturing and energy. With global customer base of over 3000 customers our client helps companies achieve service-oriented architecture (SOA) and business process management (BPM) success.

KEY REQUIREMENTS

- Development and Customizations in the earlier system was not according to Oracle standards, due to which, Oracle support and upgrades were not possible. Redevelopment of this system to incorporate Oracle standards was a major challenge
- Data of about 317 GB which was spread in three different databases: Excel spreadsheets, Oracle Apps database and Seibel, was to be aggregated into a single database
- Ensuring minimal downtime was critical, since this is a business critical online system

KEY CONTRIBUTIONS

- Xoriant team proposed & implemented Forms Personalization solution of Oracle Apps to replace earlier customizations after analyzing the entire business processes and the current client customizations
- Data from the existing disparate databases were converted using PL/SQL to a single format of Service Contracts and stored in centralized Oracle Apps database
- Templates for sales reports and customer docs (like Packing docs, Customer Invoices, etc.) were created/modified to meet SOX compliance
- The solution implementation and complete sanity checks were done over the weekend to ensure seamless deployment and minimal downtime of the system
- Training and support documents were prepared for entire process to enable effortless future support and enhancements

KEY BENEFITS

- Contract processing time was greatly reduced thereby improving performance by 53%
- Service revenue leakage was drastically reduced to 1%
- The current system also acts as a feedback for clients to help them determine their obsolete products for which support could be discontinued, thereby focusing on more profitable products
- Streamlined execution due to complete automation and centralized data repository
- Sales reports could be generated which:
 - Facilitates forecasting sales trends and revenues
 - Enables assessment of which are the more profitable customers for the client

TECHNOLOGY STACK

- Oracle Apps 11.5.10.2
- PL/SQL
- Forms
- Personalization
- Report Builder



CLIENT APPRECIATION



Technical Head – “I would like to take this opportunity to congratulate and appreciate Xoriant’s contribution to our success. The team did a tremendous job in learning new functionality and producing quality solutions in a timely manner which made it possible for us to meet our challenging deadlines.”



About Xoriant:

Xoriant Corporation is a Product Development, Engineering and Consulting Services Company, serving technology startups as well as mid-size to large corporations. We offer a flexible blend of onsite, offsite and offshore services from our eight global delivery centers with over 2000 software professionals. Xoriant has deep client relationships spanning over 25 years with various clients ranging from startups to Fortune 100 companies.