

Case Study

Pre Engineering Building Systems

The Problem

Data from multiple manual sources and Offline data entry in Oracle ERP.

Realizing return

Oracle ERP is the single source of truth and shelved all custom applications.

Before

- › All Offline Transactions on Oracle ERP and needed to manually track the data authenticity.
- › Inventory, Sales, Procurement, Manufacturing and Finance Reconciliation on Excel Sheets.
- › Period Close On Tally and not on Oracle ERP.

How we helped

- › SLA-based Managed Service model.
- › Bundled incident baseline and development effort to cater to small enhancement and data requests.
- › Consistent root cause analysis and fixing to reduce incident volume and hence costs
- › Reports from support tool to monitor and track resolution time SLAs
- › Implementation of three-strike rule for better response from users and reduction of incident backlog.

After

- › Integration of information has been made easier.
- › Better traceability and accountability of information has been achieved.
- › Report generation on Oracle and database maintenance is simpler and far more effective.
- › Period Close on Oracle