

Case Study

Truck Manufacturing Company

The Problem

Improve management and operating performance for the custom applications build using Oracle forms and database for DMS (Dealer Management System) & Warranty Management with Interface with SAP.

Realizing return

Integrated System with SAP – In bound & Out bound. Performance Improvement of existing applications by optimizing database and application layer. Implemented remote shared service model for support.

Before	How we helped	After
<ul style="list-style-type: none">› Dealer Management system developed by acquired company› Non-Integrated system with SAP› Data Mismatch between SAP and DMS system and related issues with Warranty Management system.	<ul style="list-style-type: none">› Analyzed business processes & identified Integration opportunities› Integrated Dealer, Item, Customer, Chassis information from SAP to DMS and workshop and inventory consumption back to SAP.› Business Logic from Forms moved to backend using Stored Procedure to improve performance over the link.› DB Link between SAP and DMS system built to ensure both inbound and outbound interfaces work real time. file transfer	<ul style="list-style-type: none">› Integrated system whereby reducing data inconsistency issues between applications.› Built additional reports to facilitate consolidated information between applications› Remote Support on Ticket based with agreed Service Level Agreement