



**ERP IMPLEMENTATION
AND
MAINTENANCE
FOR A
LARGE ENTERPRISE.**

About the Client

Our client is one of the world's leading enterprise software companies, which specializes in providing software and solutions in the areas of Middleware, SOA and BPM. Our client has a wide array of product suites for information protection and recovery, hierarchical storage management, business integration, process management, automated availability, email, and content management purposes.

Our client's product suites are adopted by companies globally including those in the energy, manufacturing, retail, healthcare, financial services industries and others. With global customer base of over 3000 customers our client helps companies achieve service-oriented architecture (SOA) and business process management (BPM) success.

Engagement situation & Challenges

Over the years, our client had grown through acquisitions of several smaller companies. These acquired entities retained their identities and independent styles of operations which resulted in diverse systems for planning and process management.

Our client's existing enterprise landscape consisted of a series of legacy applications and outdated versions of Oracle Applications modules like Order Management with numerous customized interfaces. For maintaining resource information and enhancing the productivity of human capital our client was using PeopleSoft version 8.3 and PeopleTools 8.43. However, as Oracle discontinued regular support for PeopleSoft HRMS 8 and the scale of operations and usage increased significantly, our client realized the critical need to upgrade from the existing version of PeopleSoft application to PeopleSoft HRMS 9.0 and PeopleTools 8.49.

Management and integration of these disparate systems resulted in increasing complexities and operational inaccuracies. Our client also realized that to remain progressive they need to improve their business processes and adopt corporate best practices.

To match the fast paced growth our client decided to revamp their IT infrastructure and implement a centralized robust system for the core business functions. Our client had never outsourced any of their operations before and wanted to engage a partner who could successfully set up an offshore development center and work on the existing diverse systems to customize, support and

enhance a complete ERP solution comprising modules for order management, service contracts, financial accounting, etc. The partner was required to meet the challenges of support, upgrades, integration, and reporting at an attractive cost point.

Key engagement challenges

Some of the challenges in this engagement were:

1. Understanding the complex business processes and establishing an offshore development center to engage in development and remote support of the business critical systems while building client confidence
2. Re-developing and customizing the Service Contract system as per Oracle standards to ensure Oracle support and upgrades of the system, without which the system was becoming obsolete
3. Providing an end-to-end automated solution involving interfacing of orders from legacy systems in geographically dispersed client locations into the Order Management module in Oracle Apps with auto renewal of service contracts and deploying it with minimal downtime
4. Aggregating service contract system data of about 317 GB spread in three different databases: Excel spreadsheets, Oracle Apps database and Seibel into a single database
5. Upgrading the customized PeopleSoft HRMS application to benefit from the advantages of improved performance, security, and functionality offered by the higher version.

Xoriant Solution

Xoriant with its experience and proven successful engagements in implementation, customization and integration of different enterprise solutions along with an onsite-offshore delivery model proved as a right match for our client requirements.

Xoriant constituted an onsite and offshore multi-disciplinary team comprising domain, process and technology consultants for this engagement. A core team of Oracle apps and PeopleSoft experts visited our client site and worked in close coordination with the business users of the client organization to gain an understanding and analyze every aspect of the business before drawing up a solution that would enable our client to achieve operational efficiency.

Xoriant onsite team prepared detailed documents outlining the business processes and their understanding of the applications. The team also developed a detailed work breakdown for interfaces and other related components, taking in to consideration the hierarchy, interdependencies across

modules and across applications. These documents were duly approved by experts on the client side to enable smooth transition.

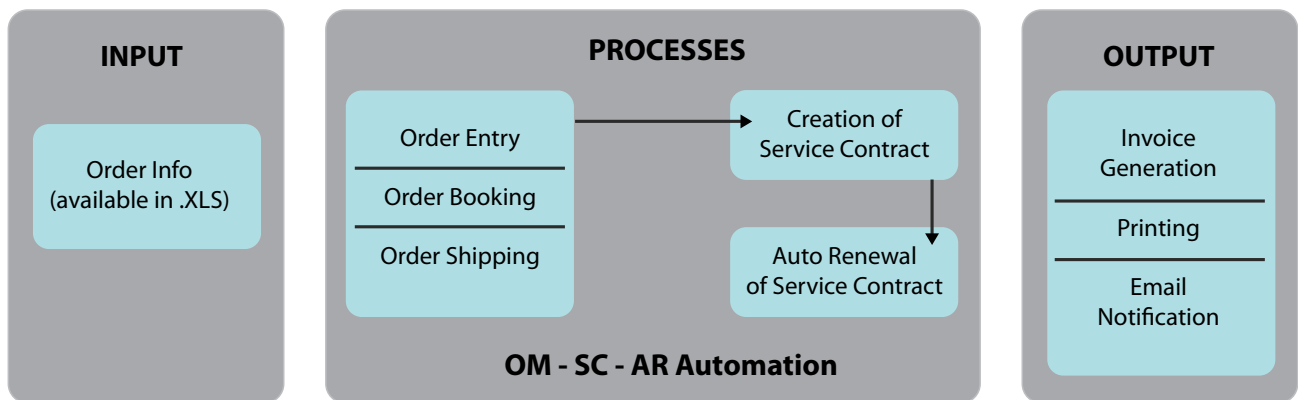
Xoriant kick-started the engagement by preparing a roadmap consisting of implementation methodology including project plans, timelines, training, support as well as a monitoring mechanism to report on the implementation status.

Xoriant made Order Management module as a central part of the solution so that the client could leverage its existing investments in Oracle Apps. Xoriant team designed interfaces to integrate custom applications of the client with Order Management and Service Contracts modules of Oracle Apps that standardized, streamlined and consolidated business processes at the enterprise level.

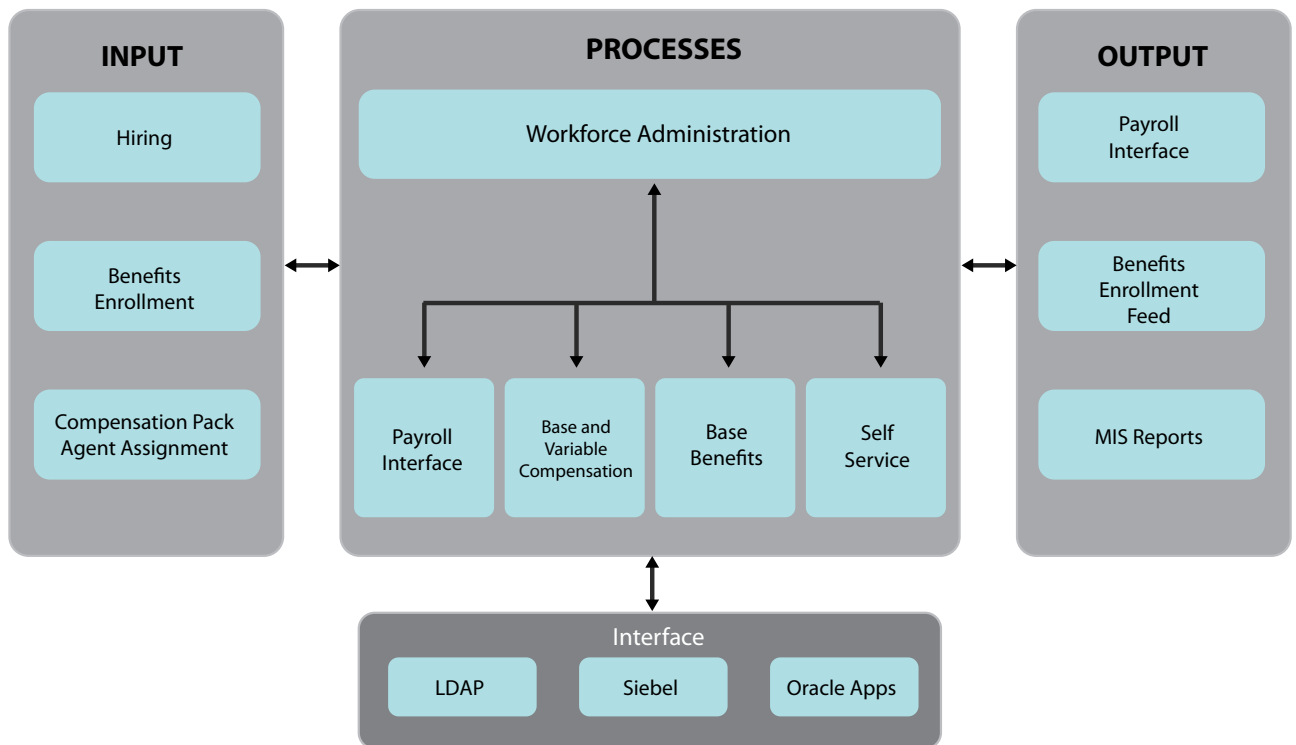
Xoriant conducted a detailed assessment of the existing PeopleSoft landscape and developed custom scripts and application engine programs to enable up - gradation to the new version of PeopleSoft HRMS and PeopleTools.

Xoriant adhered to the best practices for the implementation, successfully mapping most of the existing processes to Oracle standards. Xoriant team created/modified templates for sales reports and customer docs (like packing docs, customer invoices, etc) to meet SOX compliance.

Xoriant team also created training and support documents for entire processes to enable effortless future support and enhancements by our client.



Order Management – Service Contracts Integration Conceptual diagram



Implementation of PeopleSoft HRMS Conceptual diagram

Xoriant Key Contributions

Xoriant's key contributions were:

1. Participated in extensive discussions and knowledge transfer sessions onsite with client's business experts and created knowledge transfer documents which were used by the offshore team. Established a dedicated offshore development center with well defined mechanism for team communication and created performance metrics which were sent to the client on weekly basis thus building client confidence.
2. Implemented Forms Personalization solution in Service Contracts system of Oracle Apps recognized by Oracle support.
3. Designed and developed an interface to load the legacy orders into centralized Oracle Order Management module and created and executed scheduled script for auto renewal of Service Contracts. Performed extensive sanity checks over the weekend to ensure seamless deployment and minimal downtime of the system.

4. Created PL/SQL scripts for 'one-time' data conversion from the existing disparate databases to a centralized Oracle Apps Service contracts system. Prior to executing the conversion scripts, data from these disparate old systems was extracted, cleansed and formatted for Oracle database. Rigorous testing and validations were performed on this data before it could be deployed to production.
5. Created customized PeopleSoft 'data mover' scripts, performed manual validations on PSQuery reports and created exhaustive test cases to ensure an error free up-gradation to PeopleSoft HRMS 9.0 and PeopleTools 8.4.9.

Tools and Technology

1. Oracle Apps 11.5.10.2
2. PL/SQL
3. XML Publisher
4. XML bursting, eText
5. Forms Personalization
6. Forms Builder
7. Report Builder
8. Discoverer 10g
9. PeopleTools 8.49
10. PeopleSoft HRMS 9.0

Client Benefits

1. Reduced contract processing time considerably thereby improving performance by 53%
2. Achieved significant improvements in operational efficiency due to process automation
3. Reduced data redundancy thereby improving resource utilization and processing time
4. Enhanced customer satisfaction due to drastically reduced error rate resulting from business process automation.
5. Achieved 24x5 functional and technical support by operating offshore team from India.

A decorative graphic consisting of three small green squares of varying sizes arranged in a cluster.

Client Testimonial

I would like to take this opportunity to congratulate and appreciate Xorient'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

...CIO