

A long-exposure photograph of a city skyline at dusk or night. The foreground shows a multi-lane highway with light trails from cars, including a prominent red light trail from a truck. The background is filled with illuminated skyscrapers and buildings, creating a vibrant urban scene.

ERP IMPLEMENTATION AND MAINTENANCE FOR A LARGE ENTERPRISE

CLIENT OVERVIEW

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, hierarchal 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.

KEY REQUIREMENTS

- 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.
- 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
- 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
- Upgrading the customized PeopleSoft HRMS application to benefit from the advantages of improved performance, security, and functionality offered by the higher version.

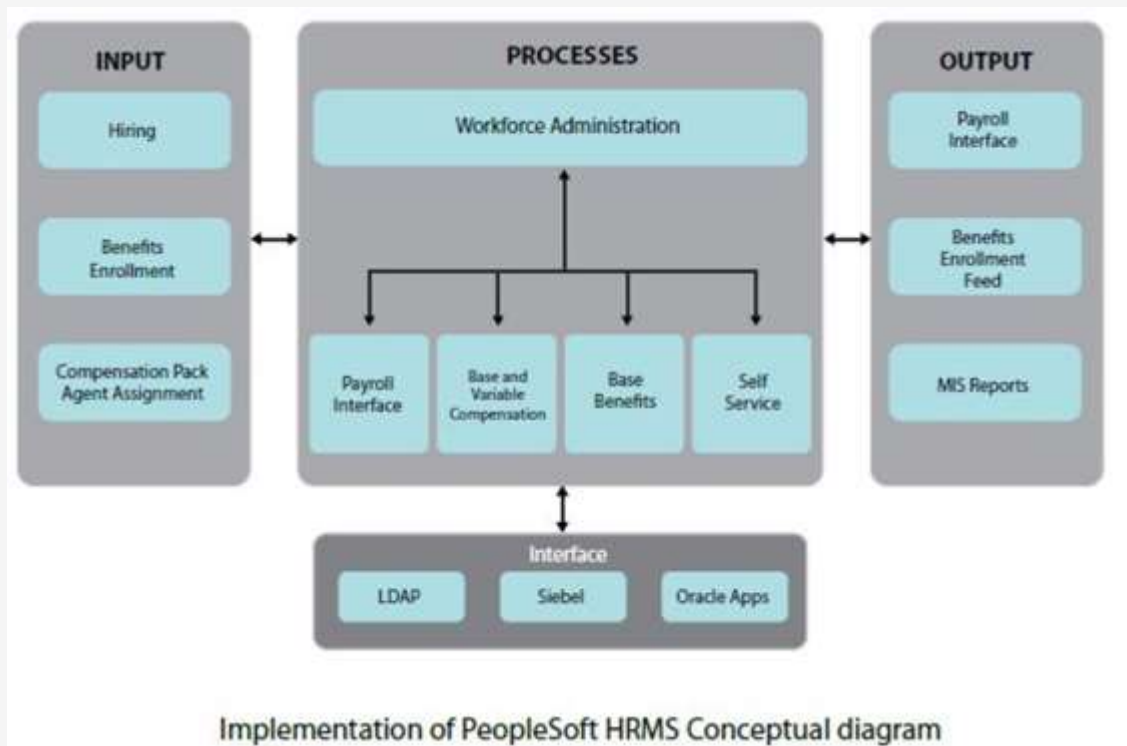
KEY CONTRIBUTIONS

- 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.
- Implemented Forms Personalization solution in Service Contracts system of Oracle Apps recognized by Oracle support
- 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.
- 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.
- 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

KEY BENEFITS

- Reduced contract processing time considerably
- thereby improving performance by 53%
- Achieved significant improvements in operational
- efficiency due to process automation
- Reduced data redundancy thereby improving
- resource utilization and processing time
- Enhanced customer satisfaction due to drastically

HIGH LEVEL ARCHITECTURE



TECHNOLOGY STACK

- Oracle Apps 11.5.10.2
- PL/SQL
- XML Publisher
- XML bursting, eText
- Report Builder
- Discoverer 10g
- PeopleTools 8.49
- PeopleSoft HRMS 9.0



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.