



# *SMART* Solution

Oracle Transportation Management:  
On-Demand Sustainance Services



# Overview

Oracle Transportation Management (OTM) / Global Trade Management (GTM) is the world leader in transportation management and global trade space. Organizations from across industries like CPG, Retail, Manufacturing, Hitech, Pharma, Energy and LSPs have adopted OTM / GTM as the unified transportation solution. Managing OTM applications to fulfill changing process needs is critical in achieving business objectives. Traditionally, organizations have used an FTE based sustenance model, which incurs higher cost of OTM considering resource utilization and specific skill requirements. This often results in employing multiple service vendors to fulfil skill requirements, faster ramp up and specific work package implementation.

ITC Infotech has established OTM On-Demand Center (OTM ODC) with a pool of Subject Matter Experts (SMEs) and Support Consultants (SCs) to provide enhanced experience in technology support through First Time Right Percentage (FTRP) and reduced turnaround time (TAT). OTM On-Demand Center provides a wide range of services covering sustenance services, change requests as well as implementation and rollout support. This enables organization to focus on their business needs without worrying about resource management.

***ITC Infotech  
provides  
On-Demand  
OTM Sustenance  
Services  
through unique  
Subscription  
Model.***

## Traditional Vs On-Demand Support Model

In traditional OTM support model, Organizations focus on high service level (SLAs) through dedicated support team comprising of various skill sets like Subject Matter Experts (SMEs), Functional & Technical Consultants and DBAs. These resources are often not utilized as OTM support does not require 100% dedicated time for specific roles like SMEs or DBAs. Also, it is difficult to scale up resource base for specific time bound projects e.g. implementation or roll out support, specific work package etc. and scale down at the end of the project.

Through On-demand model, Customers still gets high service level but at significantly lower cost. ITC Infotech manages resources optimally, across different skill sets from OTM sustenance pool, based on nature of issues. Benefits are passed on to Customers. Scaling up and down for time-bound project requirements can be handled again through pool of resources as and when required. Also, Customers get much enhanced support experience from On-Demand OTM sustenance team due to the knowledge acquired through multiple environment exposure.

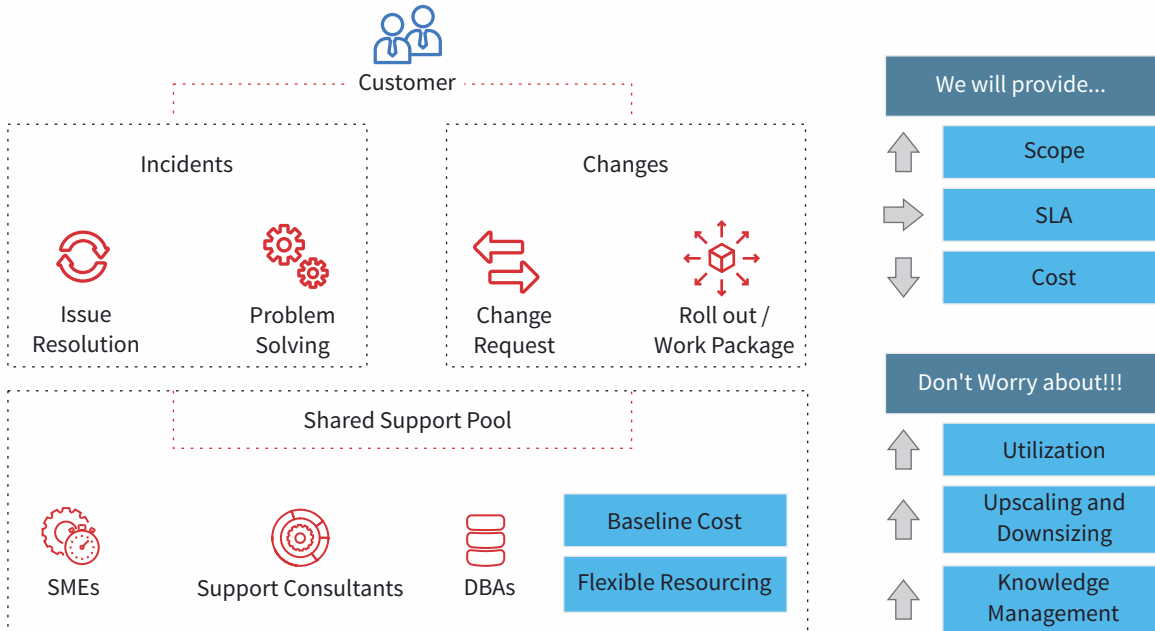


# SUPPORT

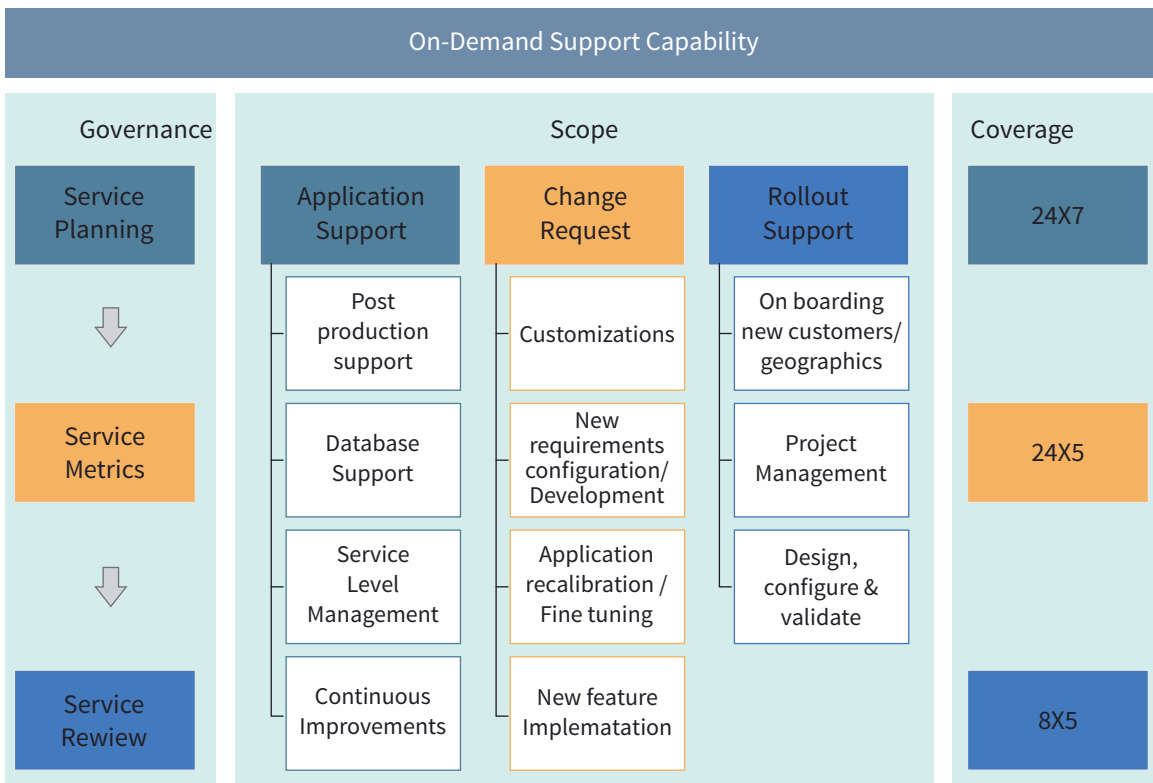


# Our On-Demand OTM Support Model

OTM On-Demand model delivers same level of SLAs with increased scope and reduced cost. ITC Infotech takes responsibility of utilizing different skill sets across a pool of customers, thus having access to wider range of problem solving knowledge, enabling consultants to provide resolution faster. ITC Infotech also enables the customer to leverage On-Demand pool for special requirements, i.e. Change requests, Work Packages and Roll out support.

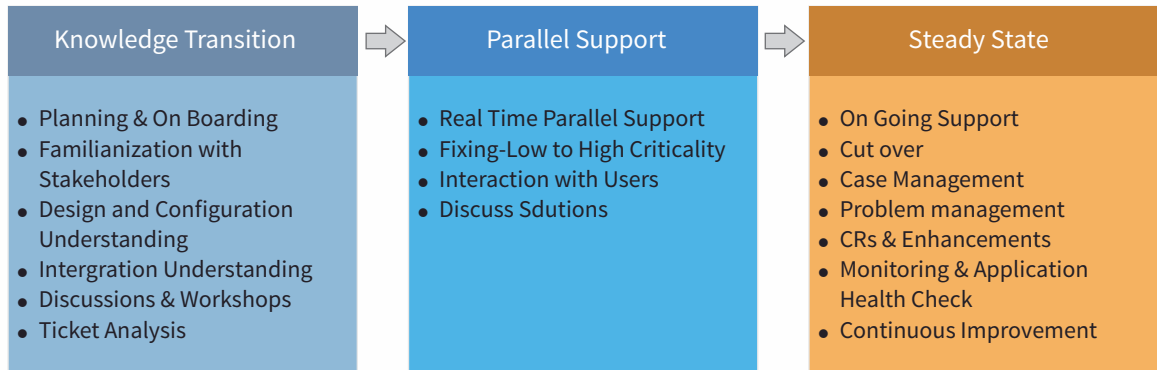


# On Demand Service Coverage



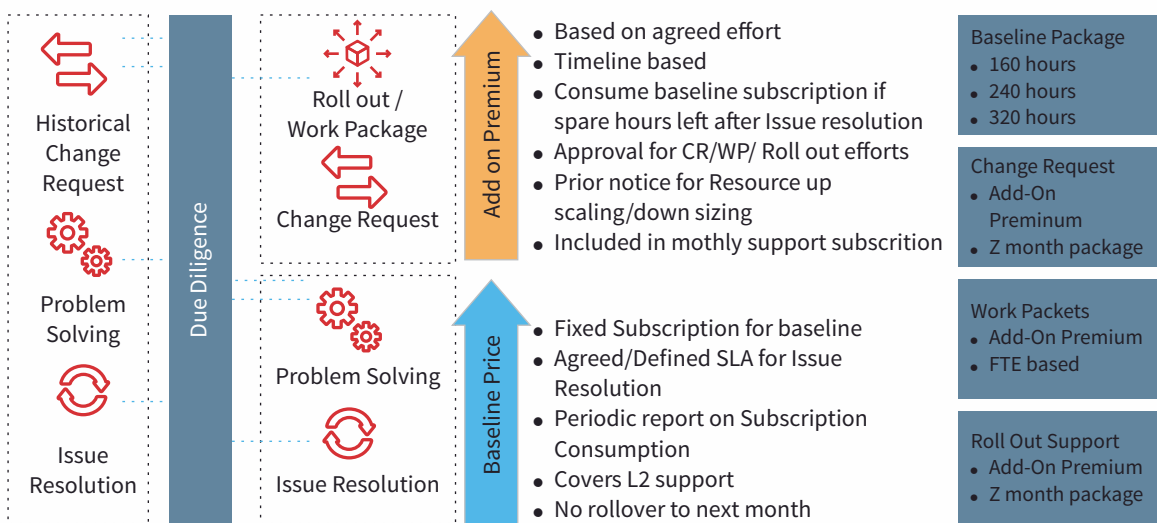
# Delivery Methodology

ITC Infotech takes over OTM sustenance through an orchestrated three-step process. It starts with knowledge transition where identified SMEs and Support Consultants internalize existing processes, technology landscape and issue or incident patterns. In the next step the same set of consultants provide real time parallel support along with existing team. Consultants also provide training to other resources as required. Lastly, sustenance moves to steady state when the On-Demand Pool takes over entire OTM support process.

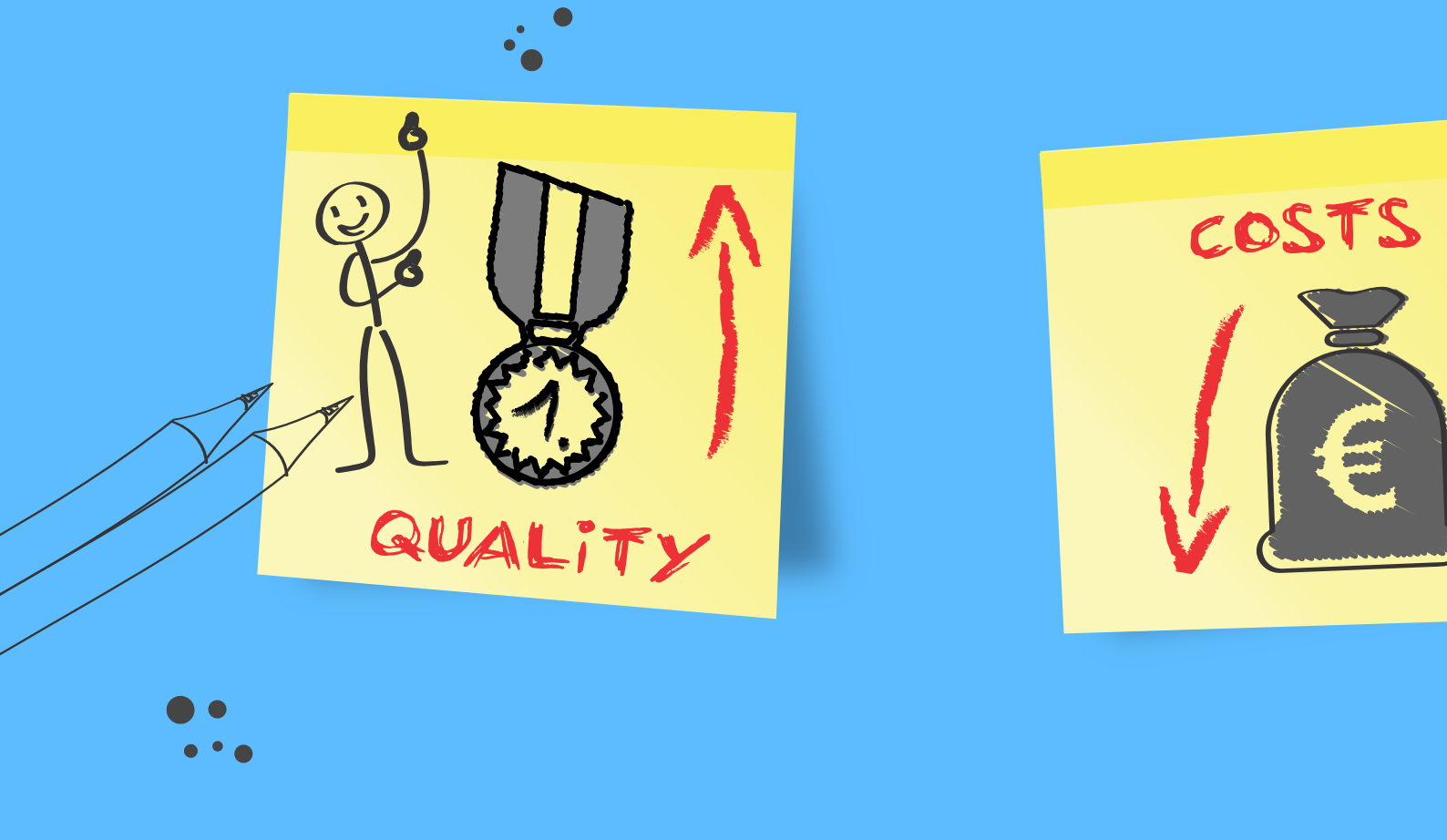


# Innovative Service Delivery and Pricing Model

We provide flexible delivery and pricing model for OTM On-Demand services. Customers can subscribe to a base subscription (in terms of the number of hours). ITC Infotech can also recommend the right baseline through a due-diligence exercise. Customers can utilize baseline subscription hours for typical issue resolution, problem management and enhancements. For additional change requests, peak support, roll out support and work packages, customers can subscribe to “additional subscription” for the pre-defined period.

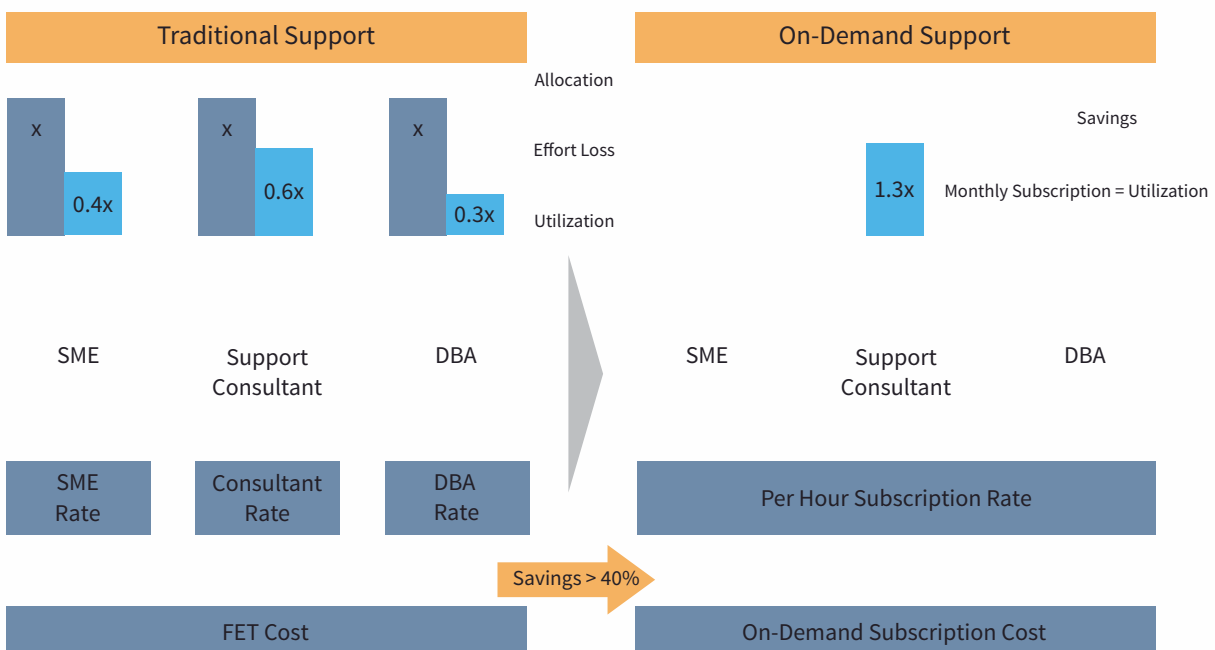






## Value Proposition Model

ITC Infotech delivers a unique value proposition of 30-40% saving in OTM support through OTM ODC. Multiple skill requirements and utilization are incorporated under one umbrella of On-Demand support which cross utilizes skill sets on a need basis. Customer is notified with the aggregated effort periodically.



\* Note this is an indicative representation of potential cost savings



## Benefits:

- Optimized IT spend by reducing cost due to shared resources
- Reduced TCO – ability to effectively utilize and share resources across common pool of specific skill set
- Centralized Knowledge Repository – Leverage best practices & solutions enhancing productivity
- Improved Operational Excellence – Standard set of tools/processes and committed/agreed SLA's
- Scale Up & Down on “As & when” basis

## Partnership with Oracle

- **Oracle PLATINUM PARTNER Worldwide** partner; Over 500 consultants
- Oracle endorsement of this relationship as “**Oracle Industry Solutions Center of Excellence at ITC Infotech**”
- Working on **co-development initiatives with Oracle**
- **Close working relationships** with **Oracle Transportation Management Product Strategy and Product Engineering Team**
- **OTM Cloud Certified Global Partner**

## About ITC Infotech

ITC Infotech is a specialized global full service technology solutions provider, led by Business and Technology Consulting. ITC Infotech's Digital@Work infuses technology with domain, data, design, and differentiated delivery to significantly enhance experience and efficiency, enabling our clients to differentiate and disrupt their business

The company is powered by a growing portfolio of specialized solutions addressing critical business challenges, including: Industry 4.0 solutions (PLM, IoT and Embedded), Customer Value Management, Loyalty, Trade Marketing & Distribution, Supply Chain Optimization, Data Engineering and Analytics, Digital Banking solutions and Digital Agriculture solutions. The company provides solutions to enterprises in Supply Chain based industries (CPG, Retail, Manufacturing, Hi-Tech) and Services (Banking, Financial Services and Insurance, Airline, Hospitality) through a combination of traditional and newer business models, as a long-term sustainable partner.

ITC Infotech is a fully owned subsidiary of ITC Ltd, one of India's most admired companies.

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