

# Oracle Partnership - Global Operations

## Strategic Partner for Oracle ERP EBS

### CHALLENGE

- Higher Operational Costs due 70+ FTE's running the BAU and Project Execution
- Higher Effort of BAU support for core Oracle EBS modules leading to greater turn around time.
- Non-adherence of SLA's due to lack of governance and tracking mechanisms
- Repeated errors and issues in Oracle Delivery, Testing and Monitoring without appropriate action leading to lower productivity

### SOLUTION

#### Partnership

- Selected as Strategic Partner to SE for Oracle ERP Domain expertise in Finance, SCM and CRM modules.
- Execution of Global Rollout Programs and Complex Projects

#### Effective Transition

- Transitioned 70+ FTEs from other vendors & Set up an ODC of 70+ Team at Bangalore
- Working with Schneider Electric business in 92 Countries across the globe

#### Service Delivery Model

- Oracle Delivery (Projects, Support – L1 / L2 & L3 Enhancements)
- Monitoring as a service (MaaS) & Testing as a Service (TaaS) across platforms

### RESULTS

- Steady state operation with stringent SLA achievement of 97% for last 1 year.
- Continuous Service Improvement with Tangible benefit yielding CSAT score of 6/7
- Strong Domain expertise and Technical skills of ITC Infotech consultants enabling delivery of 100+ complex projects
- Effective mobilization of project team between 'Run' Ops, CHR and Projects leading to cost optimization

ITC Infotech was chosen as preferred Global vendor for managed services / ODC & Professional services for multiple engagement areas such as Oracle Delivery, Testing, Monitoring, developments and enhancements.

**100%**

Delivery compliant with KPIs

**~20%**

Reduction in repeat issues

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



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