

Case Study

Communications Equipment Product Development Company

Moves to fully integrated Configure Price Quote Solution.

At a Glance

Our client provides networking and communication equipment for service providers, cable/multiple system operators, and distributed enterprises in the US and internationally.

Their instance of Baan has been updated over the last 21 years. External and supportive applications and configuration issues have built up over time in the current Baan environment.

The client wanted to implement an update and modern ERP cloud platform foundation using Oracle's ERP Cloud applications to create a foundation for future growth, increased savings and increased productivity.



Revenue: ~\$529 M



Industry: Communication Equipment



Products: CPQ for ERP Cloud Service, CPQ Multisource Document, Creation Cloud Service



Location: Global

Customer Objectives and Challenges

01 Change management and the ability to adopt new business processes.

02 Create bills-of-material (BOM) based on configuration choices.

03 Use of spreadsheets were susceptible to human error and scaled poorly.

04 Configuration of complex systems containing multiple products and services.

05 Workplace productivity was severely impacted by the heavily reliant manual business process.

06 Enforce margin discipline by applying customer, channel, volume, product-specific & special discounts.

07 Dependence on a combination of a 23 year old ERP and multiple legacy point solutions for items BOM's and pricing.

08 Route orders for review and approval, ensure commercial viability and eliminate approval bottlenecks with automation.

09 Inconsistent price quoting leading to improper discounts, terms and conditions, being offered for specific customers.

10 The project began at the start of the COVID pandemic, the agility to adapt to the new normal of tele-working became pivotal.

Key Benefits



Streamlined quote-to-order process, shortening sales cycle.



Automated integrated process led to significant increase in quotes per month.



Facilitated automated configurations and guided selling subscription ordering.



Assistance in product selection, pricing, deal negotiation, quoting, contracting, ordering, and approval workflows.



Quicker Quotes - Multi-day process reduced to under 30 minutes, improving customer.



Increased deal profitability.



More consistent re-quotes.



Lowered operational costs connecting the front and back offices.



Enabled powerful, custom quoting capabilities that featured all available options.

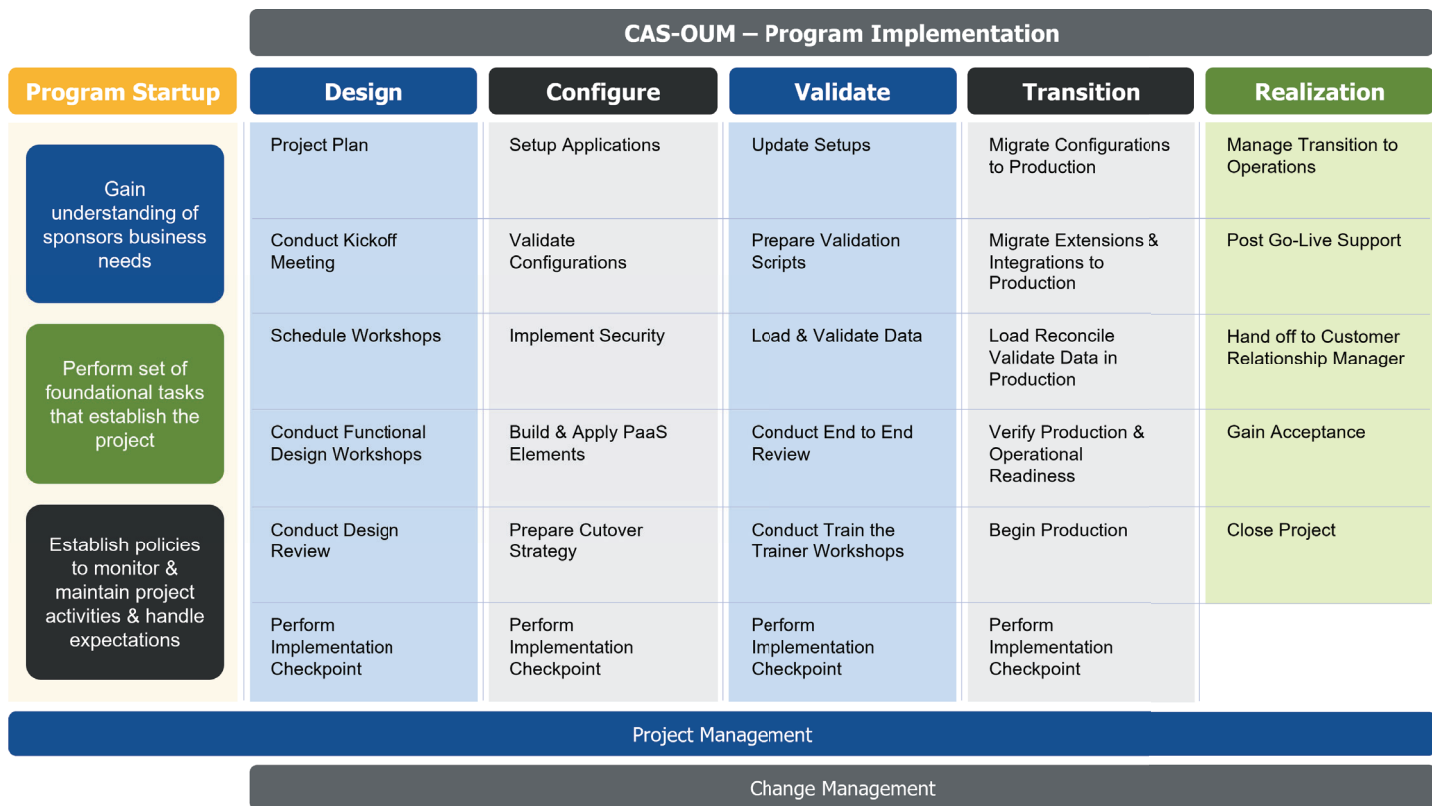


Faster roll outs of new products and services.

Our Approach

Datavail has maintained a successful track record for implementation by adhering to a proven methodology and approach. Datavail leveraged its proven Unified Implementation Methodology tailored to suit the financial cloud implementation requirements of the client.

Our methodology follows a hybrid of Agile and Waterfall approaches. It incorporates the iterative configure and test approach of agile, yet spreads the solution components across multiple modeling cycles so the system solution process is spread across multiple iterations and is made easier to manage; thereby increasing the project team's chance of success.



Datavail is a company of over 1,000 professionals helping clients build and manage applications and data via a world-class tech-enabled delivery platform and software solutions across all leading technologies.