

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

- **02** Create bills-of-material **03** Use of spreadsheets were Change management and 01 the ability to adopt new (BOM) based on susceptible to human error configuration choices. and scaled poorly. business processes. 05 Workplace productivity **04** Configuration of complex **06** Enforce margin discipline by was severely impacted by systems containing applying customer, channel, the heavily reliant manual multiple products and volume, product-specific & business process. special discounts. services.
 - **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 it's 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.

	CAS-OUM – Program Implementation				
Program Startup	Design	Configure	Validate	Transition	Realization
Gain understanding of sponsors business needs	Project Plan	Setup Applications	Update Setups	Migrate Configurations to Production	Manage Transition to Operations
	Conduct Kickoff Meeting	Validate Configurations	Prepare Validation Scripts	Migrate Extensions & Integrations to Production	Post Go-Live Support
Perform set of foundational tasks that establish the project	Schedule Workshops	Implement Security	Load & Validate Data	Load Reconcile Validate Data in Production	Hand off to Customer Relationship Manager
	Conduct Functional Design Workshops	Build & Apply PaaS Elements	Conduct End to End Review	Verify Production & Operational Readiness	Gain Acceptance
Establish policies to monitor & maintain project activities & handle expectations	Conduct Design Review	Prepare Cutover Strategy	Conduct Train the Trainer Workshops	Begin Production	Close Project
	Perform Implementation Checkpoint	Perform Implementation Checkpoint	Perform Implementation Checkpoint	Perform Implementation Checkpoint	
Project Management					

Change Management



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.





