

Telecom Equipment Company Undertakes Complete Digital Transformation With Oracle ERP Cloud Platform – 52 Modules

Client Snapshot

The client in this case study is a \$600+ million leading global provider of networking and communications equipment that enables voice, data, video and internet communications across any network infrastructure for service providers, private enterprises, government organizations and millions of individual users worldwide. This global leader is home to more than 2,000 employees across 28 countries for the last 35 years.



Revenue: ~ \$650 million



Industry: Communications



Legacy Platforms: BaaN, Excel Spreadsheets, Off Shelf multiple applications



Location: Presence in over 28 countries

PRODUCTS IMPLEMENTED

- ✓ Oracle ERP Cloud
- ✓ Oracle EPM Cloud
- ✓ Oracle SCM Cloud
- ✓ Oracle HCM Cloud
- ✓ Oracle Customer Experience (CX)

The Business Challenges: Disparate, Disconnected & Highly Customized Legacy Applications and Processes

Before embarking on the digital transformation journey, the company ran its business operations in silos where each department handled its operations independently using disparate legacy applications. Baan has been implemented and barely updated over the last twenty-one years. There are twenty-five on-premise and off the shelf cloud applications along with multiple Oracle and Microsoft SQL Server databases supporting the overall Baan system.

External applications and configuration issues have been built up over time in the current Baan environment to support the overall ADTRAN lines-of-business. Major business drivers for the ERP digital transformation:

- HR Processes (Talent Acquisition, Hire – Onboarding, Learning Management, Self Service)
- Integrated Supply Chain Planning to Execution
- Financial Standard Processes , Visibility , Analysis and Integrated Sub Ledger Processes
- Customer Experience

The Solution: One of the First in Nation to Adopt a Complete Oracle Cloud Suite With 52 Modules

With all these factors in mind, the client knew they needed a reliable, efficient ERP system and a strong, experienced, well-seasoned Oracle Implementation and Managed Services Partner to help them with their vision to achieve a centralized functional operating system and consolidated reporting.

Elevated Customer Experience and Field Staff Experience

Customer service was improved by overhauling the company's CRM application used across customer teams, many of which offer round-the-clock services 365 days/year. It boosted field service operations by optimizing the productivity of client technicians, increasing insight into technicians' performance and reducing dependence on contractors. Datavail helped the client ensure all customer interactions are recorded and tracked to lead to faster issue resolution and guarantee each inquiry is addressed in a timely manner.

Quick Performance Planning and Consolidation and Close

The 24/7 availability helped the client in accounting close. Before, the client needed to agree with IT on accounting close dates to ensure that the database would be available, and updates or patches wouldn't become a bottleneck. Today, all systems are 100% available, from anywhere at any moment with access to central data which helped the telecom's finance team cut the accounting close time from weeks to days.

Streamlined HR Function

The client successfully integrated their HR systems across countries from hire to retire for their employees to self-manage from anywhere at any moment from any device. Using Oracle Cloud HCM, the company can give employees remote and mobile access to human resources tools. Managers in human resources and in business units can now run independent reports and they can check employee profiles to help choose people for promotions or new openings.

Streamlined Procurement

With Oracle SCM Cloud Applications, the client created a foundation for growth, efficiency, and disruptive innovation, while also delivering immediate benefits. In the short term, it was able to transform procurement by reducing spending and speeding up purchase requisition approval cycle time by more than 60%. This simplifies and integrates source-to-pay with an intuitive user experience, built-in analytics, and collaboration that simplifies supplier management, enables best supplier selection, enforces compliant spending, and improves profitability.

Clear Financial Picture to Make Better Decisions

While moving from legacy systems and adopting Oracle Financials and ERP Cloud, the client gets a complete view of their financial position and results so they can respond quickly to an ever-changing business environment. This includes a single chart of accounts across all segments of the business that streamlines period-end reporting.

Datavail and the Client Partnership

Adopting a complete business transformation is never easy especially when it takes place with the current business execution. Datavail worked with the client from the project's strategy planning to execution and beyond to ensure the client's complete satisfaction. The Datavail team's project skills helped deliver the project on time and on budget.