

IMPLEMENTING A BROADER ENTERPRISE- WIDE VIEW SOLUTION



CASE STUDY

FOR A MAJOR SERVICE PROVIDER IN THE ENERGY SECTOR

THE CLIENT

A leading technology-driven engineering, procurement and construction company, that caters to the resource and energy industry. With over 40,000 employees in 165 offices across 41 countries, the company provides global delivery and consulting services in sectors such as Hydrocarbon, Mineral & Metal, Power & Infrastructure and Environment.

CHALLENGES FACED BY THE CUSTOMER

Being a global service provider to the resource and energy sector, following are the challenges they faced:

Multiple business groups and operating units

- Providing a standard practice for project costing and overhead allocation
- Promoting consistency in the global business structure
- Managing a global presence and catering to 25,000 users in UK, AU, Latin America, Canada, US, Bulgaria, Singapore, Indonesia, Brunei

CUSTOMER OBJECTIVES

The objective of the company was to:

- Achieve reporting consistency between the various offices within the group
- Achieve a single-instance, global business management system for the entire organization

- Take initiative towards major system improvement for Rate Management (RB3), Code of Account (OTL), Contract Management
- Upgrade the payroll by integrating new interfaces between Oracle Payroll and ADP
- Expansion in Chile, UAE, Saudi Arabia, Oman and Iraq

HCL SOLUTION

Keeping in mind the customers objectives and preferences, HCL came up with the following solutions to be implemented:

- Rollout of EBS into various countries like Australia, Saudi Arabia, Indonesia, Oman, UAE, South Africa
- ADP integration for building new interfaces between Oracle Payroll and ADP
- Provided managed services for application development through complete ownership to deliver all application enhancements in Oracle EBS, in addition to fixing all code related defects

SERVICES OFFERED TO THE CUSTOMER:

HCL deployed specific technologies in the various process areas so as to assure the working of the product is appropriate. These products were then evaluated after deployment.

- Projects
- Upgrades
- Rollouts
- Enhancements
- Defects
- Patches

CUSTOMER BENEFITS

The customer derived several benefits from the solutions provided by HCL which included:

- Single-instance, global business management system for the entire organization
- Well defined global templates that were made use of during the entire lifecycle of the project
- Emphasis on documentation closely following the AIM methodology
- Standard global reporting used within each module to promote global consistency



To know more, Contact us at contact.lsh@hcl.com



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HCL