

## **HCL's **Oracle** Practice – Customer Case Studies**



# Oracle Cloud International **Financial** Institution

Oracle Financials and PPM Cloud implementation for an international financial institution that offers investment, advisory and asset management services to encourage private-sector development in developing countries. It is also a leading mobilizer of third-party resources for projects.



**INDUSTRY:** Investment Banking



**LINE OF BUSINESS:** Finance



**REVENUE:** Non-Profit Organization



**HEADCOUNT:** 5,000



**LOCATIONS:** North America



## **BUSINESS CHALLENGES**

- Revenue leakage. No capability to produce bills and track unpaid fees
- Unable to expand current system to new business units
- All business streams not supported leading to potential risks in tracking customer revenues
- Lack of critical reporting capabilities such as financial, operational, and reputational risk
- Lack of automated features such as integrating to corporate applications
- Compliance-related issues
- Manual processes resulting in inefficiencies and staff spending time in low-level reconciliations
- Unable to take timely and informed decisions and inability to distinguish fees
- Does not support growing business needs for multi-currency billing



## SOLUTION HIGHLIGHTS

- Integrated end-to-end fee accounting and management solutions for three customer business units
- Scalable platform to onboard various units in the future
- Increased productivity and minimized manual processes with automated workflows
- Alignment to customer CXO level with a strategic direction of retiring obsolete and unsupported platforms
- Adoption of industry best practices in the Fee Accounting and Management solutions
- Enhanced information and data security
- Minimized financial, operational, and reputational risk by implementing appropriate automated controls
- Improved workforce productivity and reporting accuracy, relevancy, and efficiency



## BENEFITS TO THE CUSTOMER

- Leverage one platform by retiring obsolete and unsupported platforms such as JARA, JPS, FTS etc.; thereby producing economies of scale
- Increased productivity by minimizing manual processes and replacing with automated workflows
- Enhanced features in the form of dashboard reports, smart views, as well as overview pages and reports in desired format enabling customer management to make more informed decisions.
- Increase efficiency by spending less time in analysis, re-categorization, and separation of client fee based on flow through reimbursable expenses
- Enhanced information security through better access control, two-factor authentication, encryption, and auditing

# Oracle Cloud Global **Media** Company

Oracle ERP, SCM and EPM Cloud implementation for a visionary, brand-driven global multi-platform media and publishing company, having operations in NA and Europe. The company is one of the first user-generated content publishers that comprises a network of engaged, active readers who genuinely connect with its blend of uplifting and expertly-curated content.



**INDUSTRY:** Media Publishing



**LINE OF BUSINESS:** Print and Digital



**REVENUE:** 500 Million



**HEADCOUNT:** 350



**LOCATIONS:** Global



## **BUSINESS CHALLENGES**

- Reduce TCO of Oracle Cloud ERP
- Eliminate customization and adopt best business enabled by Oracle ERP Cloud
- Financials, procurement, and supply chain were not optimized
- Manual and time-consuming intercompany accounting and elimination
- No expansion of COA to track digital business needs
- Lack of better user experience
- Lack of better visibility to transactional data and insightful information.
- Provide granularity in digital business reporting to help make strategic decisions on digital product offerings to maximize ROI
- Manual steps in AP invoice processing





## SOLUTION HIGHLIGHTS

- HCL team conducted a series of workshops to identify de-customization opportunities offered through standard out-of-the-box functionality offered by Oracle Cloud ERP
- Expanded current COA to allow for intercompany automation
- Streamlined AP invoice processing including PO and AP approval workflow process
- Build integration with 3PL providers for order fulfillment
- Developed an integration strategy leveraging Oracle Integration Cloud Services (OICS)



## BENEFITS TO THE CUSTOMER

- Set the foundation for future growth and expanded COA to support current and future business needs
- Reduced operating expenses by retiring old technologies and eliminating customizations
- Improved user experience by leveraging standard functionality
- Gained efficiencies via intercompany automation and streamlining business processes
- Improved AP invoice processing
- Eliminated custom project customization by leveraging PPM module
- Support digital business growth
- Improved reporting capabilities

# Oracle Cloud Leading **Golf Club**

Oracle HCM Cloud engagement for one of the largest owner and operator of private clubs with 200+ country clubs, city clubs, athletic clubs and stadium clubs. The company and its clubs have more than 430,000 members and employee headcount of around 20,000.



**INDUSTRY:** Travel Logistics



**LINE OF BUSINESS:** Entertainment



**REVENUE:** 260 Million



**HEADCOUNT:** 20000



**LOCATIONS:** North America



## **BUSINESS CHALLENGES**

- Daily sales revenue to be processed for key business stakeholders to take appropriate decisions
- Club members statement need to available to be members by second of every month
- Data must be in sync with multiple legacy system and Oracle financials as the single point of truth
- Performance issues are very frequent due the change in Table Structure
- Frequent unplanned outage and maintenance causing issue for the integration and schedule jobs



## SOLUTION HIGHLIGHTS

- Developed key self healing solutions as part of a value-added service using JCS.
- Developed data validation mechanism to take remedial action thereby avoiding delay in POS data getting posted to GL.
- Most of the PgOS sales process has been automated now using new interfaces process.
- Key review mechanism and internal brainstorming with the business stakeholders for upgrade
- Direct connect with Oracle in case any key roadblock issues in the product
- Change management process improvement: Worked collaboratively with ClubCorp to produce an improved process or change control



## BENEFITS TO THE CUSTOMER

- Up to 30% in cost saving for the company due to an optimal mix (onsite–offshore)
- Advantage and availability of skilled offshore personnel at a fraction of the cost and reduced overhead costs
- 24x7 service availability for business-critical operations using the onsite-offshore shore model
- The company leveraged the time-zone advantage of our onsite/offshore model to receive uninterrupted support
- Root cause analysis was able to identify and eliminate almost 48-50% of recurring technical issues

# Oracle Cloud

## Large **Multinational** Conglomerate

Oracle ERP Cloud engagement for a large multinational conglomerate with interest across aviation, power, healthcare and renewable energy. The company additionally leads new paradigms in additive manufacturing, materials science and data analytics. It has a local presence, a strong brand, and deep customer relationships in more than 180 countries.



**INDUSTRY:** All Major Industry



**LINE OF BUSINESS:** All Major Line of Business



**REVENUE:** 122 Million



**HEADCOUNT:** 31,300



**LOCATIONS:** All Major Countries Across Globe



### **BUSINESS CHALLENGES**

- Fast Track approach for countries across South East Asia and ANZ
- Out of box functionality to be implemented
- Diverse Geography and local requirements
  - China, Japan, Korea, Singapore, Australia
  - North America
  - South Africa
- 15+ Integrations with 3rd party systems
- Order Management, Shipping & Pricing were implemented on first release (R11)
- Multiple business with diverse business processes





## SOLUTION HIGHLIGHTS

- Implementation of Finance & SCM modules version 11
  - AR, AP, GL, FA,
  - Procurement, OM, Pricing
- Global Template design and rollout approach
- Integration with Salesforce
- Oracle SOA based Integration with 3rd party systems
- Hyper care support post go-live



## BENEFITS TO THE CUSTOMER

- Up to 30% in cost saving for the company due to an optimal mix (onsite – offshore)
- Advantage and availability of skilled offshore personnel at a fraction of the cost and reduced overhead costs
- Enhanced features in the form of Dash Board Report, Smart view and Overview Page
- All Standard and Custom Reports can be obtained in Excel format
- Improved Reporting capabilities in the form of BI (drag and drop)
- Improved shared service capabilities for Receivables and Fixed Assets
- Improved TCA architecture and Banking model in Fusion helped to have Centralized Master Data

## E-Business Suite

### Top **International** Conglomerate

International provider of diversified consumer packaging, industrial products, protective packaging, and packaging supply chain services, and the world's largest producer of composite cans, tubes and cores. With annualized net sales of approximately **\$5 billion**, the company has **19,900** employees in more than **335** operations in **33** countries, serving more than **85** nations



**INDUSTRY:** Consumer Industry



**LINE OF BUSINESS:** Consumer Packing



**REVENUE:** 4.8 billion



**HEADCOUNT:** 19,900



**LOCATIONS:** 34 Countries Across Globe



### **BUSINESS CHALLENGES**

- Disparate systems in different countries causing delay in reporting and consolidated view.
- Multiple sources of Masters resulting in inadequate data for analysis and reduced efficiency.
- Short Order to Ship cycle, Dynamic scheduling to manage order fluctuation, need to quantify the Cost, Margin at Job, Product, Customer Level
- Global Customer Consolidation of Sales, Quantity and Revenue
- Huge Inter-company transaction resulting high reconciliation issues and hampering Closure
- Large effort on manual activity during period closures
- Incremental Deployment Cost across various divisions globally



## SOLUTION HIGHLIGHTS

- Started engagement in the year 2012.
- Portfolio rationalization from 33 ERPs to Oracle EBS Single Global Instance
- Enabled 4 Global Parallel Runs involving all users across all Time Zones
- Established Global Rollout Template for 300+ Plant Rollout journey
- Automation of intercompany price list line, picking shipping & receiving
- Country/Geo Localizations & Master data consolidation
- Common Intercompany Solution across Globe using Oracle AGIS
- Eliminated customizations with Standard functionality
- Developed tool for production scheduling
- Robust change management control to comply with customer's audit requirements.
- Multi-lingual user training and documentation.



## BENEFITS TO THE CUSTOMER

- FAST Track rollout approach delivered in 3 months instead of 5 month
- Express Scheduler Tool to optimize shop-floor scheduler efforts, saving of 840 man hours / year – Targeted for 200+ Plants
- Proactive alerts and automation – DB Cloning automation – 7 days to 1 day, 70+ Automatic Alerts, 20+ Automation use cases
- Lesser reconciliation and faster Period Closing via GIS
- Eliminated major customization on ATO reservations, reducing shipping issues by 22%





## E-Business Suite

### Fortune 500 Automobile Component Manufacturer

Leading global supplier of drivetrain, mobility, braking and aftermarket solutions for commercial vehicle and industrial markets. Company's technical centers and application engineering centers are located globally to provide quick-to-market and market-oriented product development to customers.



**INDUSTRY:** Manufacturing Industry



**LINE OF BUSINESS:** Automotive Component Supplier



**REVENUE:** 3.3 billion



**HEADCOUNT:** 8,200



**LOCATIONS:** 25 Countries Across Globe



### BUSINESS CHALLENGES

- High Operational and Maintenance cost to support three different Oracle 11i instances
- Time consuming Month End processing.
- Decentralized Payment Processing.
- Inability to perform processes across different SOBs
- Manual process for Country specific statutory accounting.
- Tax Handling at multiple locations.
- Non compliant of custom objects with the Oracle Standards impacting online patching.





## SOLUTION HIGHLIGHTS

- Relationship for 13+ years
- Business Process Transformation : Due Diligence, Assessment, Process consulting, application and process consolidation.
- Upgrade of Oracle EBS/ASCP from 11.5.10.2/R12.1.3 to R12.2.4 – R2R, P2P and Q2C modules to US and UK
- Data Integration :Multiple Applications to Oracle Application data migration. This include Outsourced vendor data, home grown applications data, local file system data
- Nomenclature standardization : Modified 4000+ custom objects to be compliant of custom objects with the Oracle Standards
- Implementation of new requirements and features.
- Revisiting existing processes and realignment with revised business processes



## BENEFITS TO THE CUSTOMER

- A Consolidated & Optimized single enterprise application providing flexible and scalable Order to Cash, Procure to Pay, Record to Report and Hire to Retire Business processes.
- Consolidation of Aftermarket Europe into Aftermarket Global Oracle 12.2.4 instance
- New and Enhanced functionalities implemented.
- Better control and less cost of maintenance due to consolidation of systems and business process.
- Leveraged online patching functionality.

# PeopleSoft

## Popular **American** Retailer

Popular global specialty retailer of apparel and accessories for Men, Women and Kids through three renowned brands. For more than **125** years, the iconic brand has outfitted innovators, explorers and entrepreneurs. The Company operates over **850** stores under these brands across North America, Europe, Asia and the Middle East, as well as e-commerce sites



**INDUSTRY:** American Retailer



**LINE OF BUSINESS:** Retail



**REVENUE:** 1.3 billion



**HEADCOUNT:** 38,000



**LOCATIONS:** 34 Countries Across Globe



### **BUSINESS CHALLENGES**

- Heavily Customized Time and Labor including Time Admin Core Processes. New Patches could not be applied.
- Outdated technology and application, out of premier support soon.
- Absence of ACA Process in the system
- Lack of application maintenance capability such as selective adoption
- Lack of new 9.2 Productivity Features such as work centers, dashboards, pivot grids, elastic search, Fluid UI, PUM, Etc.
- Lack of Mobile capabilities like fluid interface.
- System approaching end of support from Oracle in early 2018.



## SOLUTION HIGHLIGHTS

- PeopleSoft HCM was upgraded to 9.2 the latest release from Oracle.
- Customer is now able to take advantage of the latest features like Elastic Search, Fluid UI, Dashboards, Pivot Grids, etc.
- Obsolete customizations were dropped.
- Complex Time & Labor rules were upgraded and Time Admin Core processes customization were dropped
- PeopleSoft Update Manager (PUM) was deployed to take advantage of the Maintenance packs from Oracle.
- Time & Labor/Absence: Multiple regression testing cycle were done to ensure 100% data accuracy after upgrade
- Benefits: ACA Functionality was implemented along with Life Events features. Pain points were eliminated
- Enabled Elastic Search capabilities



## BENEFITS TO THE CUSTOMER

- Customer upgraded to latest version HCM 9.2, well supported by Oracle till 2030
- PUM was implemented to leverage selective adoption soon after Go Live.
- Many Obsolete customizations were analyzed and dropped
- New 9.2 features like fluid & Pivots increased users productivity & Ease of access.
- Onsite-Offshore model reduced overall cost





## PeopleSoft Global **Agricultural** Cooperative

A member-owned cooperative with industry-leading operations that span the spectrum from agricultural production to consumer foods. With 2018 annual sales of **\$15 billion**, the cooperative does business in more than 60 countries. It has 1,959 direct producer-members, **751** member-cooperatives, and about **10,000** employees, who process and distribute products for about 300,000 agricultural producers, handling **12 billion** pounds of milk annually



**INDUSTRY:** Consumer Industry



**LINE OF BUSINESS:** Food Industry



**REVENUE:** 12.8 billion



**HEADCOUNT:** 10,000



**LOCATIONS:** 50+ Countries Across Globe



### **BUSINESS CHALLENGES**

- Upgrade of 9.0 to 9.2
- Accelerate merger takeover
- Inconsistent data
- Complex business process
- Need for real time integrations as batch interfaces increased the wait time for business users.
- Poor application performance





## SOLUTION HIGHLIGHTS

- Performed retrofit of customizations
- System performance improvement
- Develop and replace batch integrations using BSSV.
- Automated testing scripts
- Redesign the complex pricing module
- Cloud- based solution for managing business across global trading partner networks



## BENEFITS TO THE CUSTOMER

- \$27 MM - \$53 MM in annual cost savings as part of transformation and ASM
- Increasing the system adoption by 50% to 95% and transaction automation by 30% to 70%
- Ontime and Real time interfaces reducing the wait time for the business.
- Performance Improvement in Sales Order from 13 minutes to 2 minutes order cycle
- Post reimplementation application performance improved 52%
- Redesigning MES system resulted in 1Mn annual savings
- Redesign of pricing with annual savings of \$1.5Mn

# JD Edwards

## Leading **Wireless** Distributor

Leading specialized wireless distributor in the world and a leader in innovation and diversified services for the wireless industry. serving **200** mobile network operators, **40,000+** retailers.



**INDUSTRY:** Telecom Industry



**LINE OF BUSINESS:** Wireless Manufacturing



**REVENUE:** 10 billion



**HEADCOUNT:** 9000



**LOCATIONS:** All Major Countries Across Globe



### **BUSINESS CHALLENGES**

- Customer service improvement with reduced order turnaround time.
- High Order visibility to trace the order at any stage.
- Handling multiple logistics operators/careers.
- Handling multiple 3PL customers and perform VMI services.
- Leasing financial services alone for a particular customer.
- Multiple warehouses operating from different locations.



## SOLUTION HIGHLIGHTS

- By enabling Platformization transformed client from an ad-hoc system deployment to a globally available service technology platform
- New customers can be on-boarded with minimum disruption to business.
- An integrated business process layer enabling macro-level changes without technical redesign which improved performance
- SAG as a middleware to integrate with external systems brings portability.



## BENEFITS TO THE CUSTOMER

- Implemented Value portal and delivered 11+ automations in less than 1 year and provided yearly cost saving estimate \$15,000
- Implemented HCL's estimation tool for standardized estimations in ASM & Core-Flex development
- Implemented best practices such as automated Process Monitoring, automated critical processes such as Rate load, banking interfaces etc.
- Improved HCM Tax update process
- 40% saving in support cost with blended delivery model



## JD Edwards Prominent Outdoor Power Product Manufacturer

Swedish manufacturer of outdoor power products including chainsaws, trimmers, brush cutters, cultivators, garden tractors, mowers and sewing machines. Headquartered in Stockholm, Sweden, the Group also produces consumer watering products, cutting equipment and diamond tools for the construction and stone industries.



**INDUSTRY:** MFG



**LINE OF BUSINESS:** Power Products



**REVENUE:** 39 billion SEK



**HEADCOUNT:** 13,500



**LOCATIONS:** 15 Countries Across Globe



### BUSINESS CHALLENGES

- Customer was using 8.11 version for JD Edwards, which was discontinued by Oracle, hence no support from Oracle.
- Product version it self has various issues for which Oracle has provided solution on newer versions.
- Product was running on outdated baseline technologies and hardware.
- As product was outdated, it was missing all latest modules and tools which makes user life easy





## SOLUTION HIGHLIGHTS

- Upgraded to latest version 9.2 of J D Edwards with a combination of latest AS400 OS V7R3.
- More stable system compare to 8.11
- Long term Oracle Support till 2028
- Accessibility for all newer tools which makes user life easy.



## BENEFITS TO THE CUSTOMER

- Enhanced features within JDE tool set: Optimized User Interface, Advanced end user query capabilities, Improved IT administration functionality and disaster recover enhancement.
- BI Publisher: With the newer version improved the formatting and delivery with pixel perfect.
- Web Services: Interfacing with other systems becomes easy with multiple option.
- One View Reporting: User can personalize their own reports
- Mobile Apps Integration: 80+ mobile apps available and possibility for custom build apps.
- Code Optimization: Since 8.11 Oracle has released various ESU for code optimization, which reduces batch run time between 8.11 and 9.2



# Siebel

## World's Largest **Bearing** Manufacturing Company

World's largest manufacturer and supplier of bearings, seals, lubrication and lubrication systems, maintenance products, mechatronics products, power transmission products, condition monitoring systems and related services globally.

The company employs 44,000 people in 108 manufacturing units. It has the largest industrial distributor network in the industry, with 17,000 distributor locations encompassing 130 countries



### **BUSINESS CHALLENGES**

- High maintenance and Support cost
- Maintain high application availability.
- Improve SLA
- Need for one stop ownership for infrastructure issues.
- Need a robust UI so that Users can deploy from any browser



## SOLUTION HIGHLIGHTS

- Global release management & application support
- Managed service delivery model
- Model: Offshore / Onsite
- Application Upgrade
- Enable Open UI in iPad



## BENEFITS TO THE CUSTOMER

- Partner with the capability to engage in both Strategic and Tactical engagements
- Consulting / Transformation capabilities to leverage improved ROI from Siebel investments
- Streamlined business processes on a modern application stack
- Flexible Resource model with ramp up / down based on projects
- Access to Siebel Centre of Excellence to support new initiatives
- Successfully upgrading to the new Siebel version and enabled OpenUi in iPad.

# Siebel

## Leading Real Estate Corporation in Australia

Leading Property / Real Estate corporation in Australia and United Kingdom. It has three business units- Commercial Property, Residential and Retirement Living. The CRM system is used by two of the three Stockland Business Units-Commercial Property and Residential. This project addresses the upgrade of its Siebel CRM system from v7.8 to v8.1.1.10 with additional requirement of enabling Open UI.



### BUSINESS CHALLENGES

- Provide the capacity to enable the Siebel platform for mobile projects by upgrading from lower versions and leverage new features.
- Put the capability in place to support improved reporting functionality, such as business dashboards
- Remediate key batch / ETL interfaces





## SOLUTION HIGHLIGHTS

- Siebel Upgrade (v7.8 to v8.1.1.10)
- OBIEE Upgrade (10g to 11g)
- Single Sign On using Windows Integrated authentication
- Integration with disparate legacy systems.
- Model: Offshore / Onsite
- Team size: 12
- Duration: 8 Months



## BENEFITS TO THE CUSTOMER

- Harmonization of business processes with minimal customization.
- Delivered value and demonstrated effective project management.
- By moving to the latest version of Siebel, enabled the Siebel platform to support for mobile projects in the near future
- Improved reporting functionality, such as business dashboards
- Increased performance of the system by upgrading infrastructure.
- Improved support from Oracle by moving to the latest version of Siebel



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HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

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