

## HCL's **Oracle** Practice – Cloud 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



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