

Oracle EBS Application Support

Highlights

- Our client needed application support for its complex, highly customized Procure-to-Pay application serving 200 business units with more than 474 interfaces with legacy and ERP Systems.
- UST Global took a multi-faceted approach, transitioning to complete support in only nine months with 120 functional and technical resources.
- We targeted the client's wider market to help them provide software as a service.
- Our customized engagement model now provides the client with better management control.

Customer Profile

Our client is a Fortune 50 multinational conglomerate. They are challenged by the large volume of users, change management issues, and the need to focus on best practices and cost-effective solutions.

Business Issues

- Our client uses a complex Procure-to-Pay application on an Oracle11i platform which has been highly customized based for its day-to-day business requirements.
- This application is serving 200 business units with more than 474 interfaces with legacy and ERP Systems.

UST Approach

- To transition to Application Support, UST Global engaged in planning, due-diligence, and knowledge transition.
 - Created a "nucleus" team (best-fit) of domain experts
 - Transitioned to the complete suite in nine months
 - Fast paced ramp-up of functional and technical resources to a strength of 120 consultants.
- Provided end-to-end support and stabilized
 - Set up operations in Santiago, Chile to serve the client's needs
 - Assumed complete responsibility of maintenance and support for 200 client business units
 - Provided support including Oracle Apps PO, i-procurement, Workflow, OAF, AP, GL, Reports, and Verticals
- Provided Software as a Service to a wider market
 - Targeted the client's wider market to provide Software as a Service
 - UST Global provides customization, support, and maintenance for the services offered to various clients

Benefits/Results

- Customized engagement model providing better management control
- Consolidation of complete application management services under a single vendor
- Support is aligned with the client's long-term strategy.