



CASE STUDY

WIRELESS TELECOMMUNICATIONS COMPANY

UPGRADED FROM 12.0.6 TO R12.1.3



INDUSTRY - TELECOM

REVENUE - 350 MILLION

NUMBER OF USERS - 150



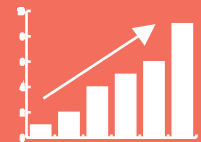
SERVICES PROVIDED

- EBS UPGRADE TO R12.1.3
- PLATFORM MIGRATION FROM HP -UX TO LINUX
- IMPLEMENT iEXPENSES



GEOGRAPHIES SUPPORTED

- CANADA



BENEFITS

- NEW & ENHANCED BUSINESS PROCESS
- DETAILED FINANCIAL REPORTING
- TECHNOLOGY & HARDWARE REFRESH

CUSTOMER BACKGROUND

Customer is a wireless telecommunications provider with operations based in Canada.

KEY MODULES

- Order Management
- Inventory
- Bills of Material
- Cost Management
- Work in Process
- Purchasing
- iProcurement
- Fixed Assets
- Cash Management
- General Ledger
- Account Payables
- Account Receivables
- Project Costing

BUSINESS CHALLENGE

Customer had migrated to R12.0.6. As the initial R12 version had lot of issues, customer wanted to migrate to R12.1.3, so that along with the fixes for existing bugs, they also wanted to avail the new features that are available in R12.1.3. Customer also wanted to migrate from HP-UX 11.3 to Red Hat Linux and also the database to be upgraded as part of the project. Also the customer wanted to implement Oracle Internet Expenses application as part of the Project.

- Training a vast number of users on the new module-iExpenses; enabling them to submit their expenses and get compensated seamlessly.
- Collaborating with a third party Vendor to ensure a successful completion of UAT.
- Completing the upgrade well ahead of the peak business times of 'back to school'.

SOLUTION & APPROACH

As the trusted partner, Vigilant took a proactive initiative to resolve few critical issues prior to the upgrade as they provided lot of value to the business as a whole. Vigilant also made sure all the test plans were created by the user community ahead of time to ensure that the system can be tested fully and this also ensured the users are familiar with the entire process flow. Vigilant implemented Oracle Internet Expenses application and ensured adequate Training was provided by using the 'Train the Trainer' approach.

BENEFITS

- With Vigilant's unique approach, the upgrade was completed within budget and on-time
- With the implementation of iExpenses, with the savings in time, the Payables team was able to focus and analyze the various spends to reduce costs
- Additional reports and processes created during this process, enabled the business to manage the period close very effectively and reduced the time to close the period.

ABOUT VIGILANT TECHNOLOGIES

Vigilant is a global IT Services firm specializing exclusively in Oracle Professional and Managed Services. Headquartered in Troy, Michigan, Vigilant's global presence provides our customers with a wide range of service delivery options, including on-shore, near-shore and off-shore models, as well as 24x7, "follow the sun" service for post-deployment support.