



CASE STUDY APPLICATIONS MANAGED SERVICES LARGE ADVERTISING AGENCY



INDUSTRY - ADVERTISING

REVENUE - 150 MILLION

NUMBER OF USERS - 150



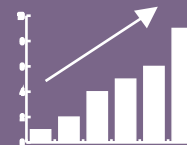
SERVICES PROVIDED

- DATABASE SUPPORT
- EBS TECHNICAL SUPPORT
- EBS FUNCTIONAL SUPPORT
- 24 X 7 X 365



GEOGRAPHIES SUPPORTED

- UNITED STATES
- CANADA
- UNITED KINGDOM



BENEFITS

- FASTER RESPONSE TIME
- REDUCED APPLICATION DOWNTIME
- GLOBAL SUPPORT

CUSTOMER BACKGROUND

The company is a global advertising agency established in Detroit for the past 70 years and has expanded their business operations to Canada & United Kingdom. The company specialises in various mediums of broadcasting including Print, Television & Digital.

BUSINESS CHALLENGE

As the customer implemented Oracle E-Business application in 2004, the application was supported by the combination of small internal IT team as well as with few external resources. As the Company grew, this set-up was not adequate to meet the day to day support as well as the new enhancement.

SOLUTION & APPROACH

Vigilant, with almost a decade long strong Oracle ERP practice, in 2008 started to manage the customer's Oracle EBS environment. For this size of operations, Vigilant has been managing the Application support with 4.5 FTE and additional resources as necessary. With its strong functional and technical resources, the customer's production support needs and other project requirements were met on a timely manner. Completed projects to implement a new Chart of Accounts structure as well as the calendar change, that added enormous value to their business.

BENEFITS

- ➔ Provided 24 X 7 global support to manage business
- ➔ 200+ Enhancements that streamlined the business process
- ➔ Cost savings between 30-40%
- ➔ Reduced the Total cost of ownership
- ➔ Faster response to analyze and resolve issues
- ➔ Huge reduction in IT support costs
- ➔ Minimal application down-time
- ➔ Stable application environment
- ➔ Flexible Resource allocation model

ABOUT VIGILANT TECHNOLOGY

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.