

Oracle outsourcing

Application, database and development support

E-Business suite application support

Situation: The client is a world leader in the coatings and specialty products market, serving customers in construction, consumer products, industrial and transportation markets and aftermarkets. They have manufacturing facilities and equity affiliates in more than 60 countries around the world, with annual revenues of over US\$15 billion and 38,000 global employees. The client has faced numerous challenges supporting their Oracle E-Business Suite applications and databases, including the cost of maintaining a complex environment consisting of multiple applications and a large number of integrations with 24x7 global support. They needed better alignment between business needs and service levels due to complex business processes that required named resources to provide quality support.

Solution: Support of the client's Oracle E-Business Suite modules support of the client's Oracle E-Business Suite modules for finance, manufacturing, purchasing, human resources and order management as well as Hyperion was outsourced to Hitachi Consulting. Hitachi Consulting provided an onshore and offshore resource model, 16 hours a day, five days a week coverage for application support and 24x7 database administrator (DBA) support, Oracle application and database support. The

team also assisted with numerous upgrade projects in North America, Europe, and APAC, and migrated numerous operating companies onto Oracle.

Results: The client realized several business benefits, including reduced expenses, increased cost predictability and extended ability to support.

Transforming testing services

Situation: The client is embarking on a three-year program to transform human resource (HR) services and move to a shared services infrastructure. A complex Oracle Release 12 (R12) technology-based solution will support the business transformation, including enterprise resource planning (ERP), business intelligence, single sign-on (SSO), service-oriented architecture (SOA) and customer relationship management (CRM).

Approach and results: Hitachi Consulting established a robust test strategy, process and governance that helped deliver phase one on time with high quality. The team deployed HFusionSM, tailored testing approaches to support the program and established a centralized test team operating across projects and workstreams. The success was recognized across the client's many branches. Hitachi Consulting worked collaboratively with the client and with outsourced BAU teams, while providing skilled resources in areas of E-Business

Suite, SOA and performance testing and training internal teams. In addition, the Hitachi Consulting resources were deployed in a hybrid onshore/offshore model, with team members operating successfully from the UK, Pune, and Hyderabad.

Diverse portfolio development and support

Situation: The client is a leading vendor of innovative storage and data management solutions that help organizations around the world store, manage, protect and retain their data.

With revenues of over US\$5 billion and over 10,000 employees, the client is a member of the NASDAQ-100 and ranks on the Fortune 1000.

They utilize Oracle E-Business Suite, PeopleSoft HRMS, Siebel Sales, Siebel Marketing, Siebel Configurator and SAP CRM, as well as other technologies, including TIBCO, Oracle SOA, Weblogic, and Stellant. The client has had numerous challenges associated with their portfolio of applications, including multiple applications and numerous integrations, complex business processes and major competing project initiatives.

Solution: Hitachi Consulting became a single point of accountability, leveraging an onshore/offshore hybrid support model to deliver 24 hours a day, five days a week application support, 24x7



DBA services, web applications support, and development support across North America, Europe and APAC. Expertise was leveraged within the specific technologies, such as Oracle, to provide credentialed, optimal support.

Results: The client benefited from the relationship through very high service level agreements, efficiencies and reliability driven by an end-to-end service provider and a center of excellence-based delivery. By Hitachi Consulting supporting the diverse portfolio, the client received a standardized, information technology infrastructure library (ITIL)-based incident and change management process with improved support coverage due to blended onshore and offshore support team. Finally, they realized very important cost predictability to support their systems.

Conclusion

Hitachi Consulting presents full-scale and in-depth outsourcing services for Oracle applications, including maintenance support, ongoing technology development and testing. Projects and support are fully customizable depending on customers' unique needs. Often, this means Hitachi Consulting is responsible for day-to-day system operation and incident resolution; designing, developing, and deploying minor enhancements on a regular basis; and performing regular system backups and maintenance. The practice is comprised of practitioners across the world with global delivery experience in managing large engagements with a diverse set of technology and knowledge components.

Leveraging these credentials and capabilities, Hitachi Consulting is committed to helping clients eliminate barriers to success while providing a better outsourcing experience.

About Hitachi Consulting

Hitachi Consulting is the global solutions and professional services organization within Hitachi Ltd., a global innovation leader in industrial and information technology solutions and an early pioneer of the Internet of Things. Hitachi Consulting is a business integrator for the IoT era and a catalyst for digital transformation. Using our deep domain knowledge, we collaborate with clients to help them innovate faster, maximize operational efficiency and realize measurable, sustainable business and societal value. As a consulting-led solutions company, we can help you leverage data as a strategic asset to drive competitive differentiation, customer loyalty and growth. To learn more, visit www.hitachiconsulting.com.