

# Applications Maintenance services for a Leading US infrastructure company



## Client Profile

- ❑ Leading national infrastructure construction company serving the energy, water/sewer/civil, communications, and government sectors.
- ❑ Involved in some of the largest and most complex infrastructure construction projects across the country for the past 80 years.
- ❑ Our Client & its subsidiaries have offices across the country, with a workforce of nearly 10,000 skilled professionals
- ❑ Our client specializes in Design, Build & Install of infrastructure for communication and power companies, utilities, and governments throughout the United States

## Our Solution

- ❑ Developed and executed a transition plan to transition Oracle EBS support comprising a support team of 15 + resources.
- ❑ On boarded a team of 15+ highly experienced Oracle Consultants at a short notice.
- ❑ Got Knowledge transfer on all clients process and systems in a limited time.
- ❑ Built a team, process and organization to support end to end Oracle Managed Services comprising of
- ❑ Level 2 Functional and Technical support
- ❑ Application development/enhancements
- ❑ Application DBA services

## Business Challenge

- ❑ Transition of all business processes across multiple service lines in a limited time process from existing IT vendor.
- ❑ To assemble a highly experienced Oracle Team to shadow existing Support consultants.
- ❑ Knowledge Transfer from existing vendor with little to no documentation for two Oracle EBS R11i environments.
- ❑ Creation & execution of a transition plan under a tight time line.

## Business Results

- ❑ Successful Transition of support from previous vendor
- ❑ Reduction in the number of Open issues by 20% since transition
- ❑ No Show Stopper issues since we have taken over Support
- ❑ Knowledge Transfer of As Is process to R12 Consultants.
- ❑ Improved Process of Resolving Tickets after Quality Checks.

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