



NETWORK STORAGE GIANT UNIFIES CUSTOMER/PARTNER/INTERNAL SUPPORT CHANNEL FOR ORACLE E-BUSINESS SUITE BASED QUOTING AND ORDERING SYSTEM

THE GOAL: to provide seamless around-the-clock, around-the-globe customer support for both business and IT users for the new sales quoting solution being rolled out across all geographies, and its underlying systems, including Oracle 11i for ERP/EBusiness, Salesforce.com, Oracle Siebel and Oracle R12. With any new system comes a higher defect density and users require fast resolution to critical issues. To mitigate this, the network storage giant chose Infogain to provide Level II Application Management Services via a unified support channel for internal IT, business partners, and customers.

Background

The client is a network storage and data management solutions giant headquartered in the US. Realizing that its sales systems were out of synch with its business processes, the client set out to innovate its quote-to-order process in order to rebuild competitive advantage. In parallel, the client set up an objective to improve the customer experience further by extending its support capabilities and establishing a cohesive support process for both its field sales representatives and partners. The client's stated goal: "we want to be the easiest company to do business with in the network storage industry!"

Business and Technical Challenges

The new solution needed to be rolled out globally in a phased manner so as to minimize the impact on business and customer satisfaction. Support was key. Since the system integrated with so many business applications, it had a broad impact on users—from the IT department, to field sales reps, to business partners, to end customers. In addition, the new system had to meet SOX compliance standards across all geographies, while the development and architecture teams, along with the key subject matter experts for the new system were all established in the US.

The client sought a partner who understood the various integration points and the underlying systems and business process, and who had an established record of excellence in delivering application management and customer support services.

Infogain Approach

As the application was globally used and accessed, Infogain proposed a multi-shore team and a scalable resource model that could scale up and down according to support needs during the various rollout phases of the project and across geographies.

In order to reduce complexity and optimize the support process, Infogain set up a single point of entry for support for all system-related issues and queries across all user internal IT and field sales teams as well as external partner and customer groups.

Infogain had also led the design and development of the Oracle Fusion-based integration of the new quote-to-order application with Oracle 11i. Therefore, when putting together its Level II Support team, Infogain coupled its project-specific resources with its experienced support consultants to ensure the resulting group could identify issues and respond quickly as required to meet agreed upon SLAs.

TECHNICAL BENEFITS

- ▶ Operational and support efficiencies
- ▶ Seamless multi-shore team integration
- ▶ Performance management through automation
- ▶ On schedule fix and enhancement releases
- ▶ Seamless support of parallel systems during multi-year rollout

BUSINESS BENEFITS

- ▶ Improved customer experience and satisfaction
- ▶ 24x7 support for priority issues
- ▶ Single framework for Business and IT support
- ▶ SLA-based operations with defined Quality of Service
- ▶ Reduced support costs
- ▶ Ongoing SOX compliance

INFOGAIN BUSINESS DIFFERENTIATORS

- ▶ Application Management best practices
- ▶ Deeply skilled integration and support teams
- ▶ Proven dual-shore delivery model
- ▶ Flexible resource model
- ▶ 20+ years of integration experience

TECHNOLOGIES & INTEGRATIONS

- ▶ Oracle Fusion
- ▶ Oracle 11i with E-Business Suite
- ▶ Salesforce.com
- ▶ Oracle Siebel
- ▶ Oracle R12

WHY INFOGAIN?

The client chose Infogain as its IT services partner based on our excellent track record for providing high value integration and support solutions for Oracle-based business applications to leading clients around the world. Infogain's in-depth knowledge of Oracle Fusion and Oracle E-Business Suite and more than 20 years of experience in enterprise integration and support coupled with our ongoing investment in building knowledge of the client's business needs, made Infogain the partner of choice.

The Infogain team's commitment to delivering customer service excellence and its dedication to meet all changing requirements and situations using a flexible resource model has been rewarded by long term relationships with our market leading clients.

Solution & Scope of Work

To meet the client's time constraints, Infogain pulled together a strong project team in record time. The team was responsible for providing Level II Support for all facets of the new quoting/sales application including functional, technical and integration support.

Infogain's approach ensured the highest levels of support access and quick turnaround time during the initial six months of the project in order to identify and resolve issues quickly and ensure a smooth process for the ongoing rollout. The deliverables included:

- ▶ Co-location with business in situation room during working hours for first six months
- ▶ Daily synchronization with the client's Business Readiness, Development and Project Management teams to address high priority issues
- ▶ Hypercare support with 30-minute response time during initial rollout to client sales partners
 - Handled all queries and issues
 - Backup support for the client's on-site Business Readiness customer support team
- ▶ Emergency defect/enhancement deployments on short notice
- ▶ Weekly defect/enhancement deployments to remain on schedule
- ▶ Round the clock system monitoring
- ▶ Issue analysis and enhancement logging to improve system quality

In addition, the Infogain off-shore team managed all SOX compliance audits to ensure the new system met all required compliance standards.

Key Benefits

Infogain's professional approach to the support process ensured ongoing customer confidence and satisfaction throughout the project as issues and queries were being addressed quickly and effectively.

The client was able to establish a single framework for both business and IT support and to deliver on its objective to provide a cohesive business- and field-facing support process for its sales representatives and partners.

In addition, the client also realized the following important benefits by choosing Infogain as its application management support partner:

- ▶ On schedule release of fixes and enhancements to the application
- ▶ Metrics generation to uncover problem areas and critical success factors
- ▶ Application support across all geographies, despite of challenges of team location and travel restrictions
- ▶ Significant reduction in support costs as more than 75% of tickets are handled by the offshore team
- ▶ SOX compliance and audits handled by the off-shore support team to ensure ongoing process compliance
- ▶ Round the globe, round the clock homogeneous customer support experience for users