

Application Management Services for a Major Mobile Services Provider in India

Customer at a glance

Industry sector: Telecom

Challenges

- Rapid growth
- Support on 24x7 basis
- Overlapping Activities
- High level customization

Solution

- Understanding business process of client for prompt rollouts
- Provide 24x7 DBA support
- Timely delivery of customized reports
- Daily support for 5000+ end users

Benefits

- Efficient functioning of Oracle Applications per client's expectations
- Smooth closing of monthly, quarterly and financial year-end process.
- Total outsourcing of ERP support.

Technology Highlights

- **Functional:**
Apps Financials & Distribution
Oracle Apps 11.5.10.2
- **Technical:** Developer 6i
- **Database:** Oracle 10g

Tools

- **Backup:** RMAN, IBM TIVOLI
- **Application Development:**
Forms6i, Reports 6i, SQL Developer, Discoverer Admin
- **Performance Monitoring:**
TOAD, Oracle Application Manager
- **Rapid Clone Utility:**
RapidClone

Instances: 4

Business Domain

The client is a leading GSM mobile services operator with a robust retail network of exclusive stores and other outlets throughout India.

Current IT Setup

The client has Oracle Applications version 11.5.10.2 with the following modules implemented in all their geographic circles:

- Financials (AP, AR, GL, FA, CM)
- Distribution (INV, OM, PO)
- India Localization.

Each geographic circle is considered a separate legal entity with its own operating units and inventory organizations.

Business Challenges

- High degree of complexity involved in ERP support functions
- Lack of efficient DBA support on day-to-day activities
- Difficulty in customizing applications as per business requirements
- Low user knowledge
- Inability to keep pace with rapid business growth including new geographic circles and growing user base
- Non-compliance of statutory month- and year-end sub-ledger and ledger closures.

Infogain's Solution

- Provided functional support to address day-to-day operational issues
- Implemented Financial & Distribution modules and helped roll out across the client's multi-org environment
- Conducted end-user training
- Provided support for new customizations
- Conducted regular optimization runs
- Provided Oracle Applications DBA support for monitoring and tuning the database
- Established communication channels for faster turn-around
- Ensured SLA compliance.

Solution Benefits

- Reduced cost of ownership
- IT team can now focus on other strategic initiatives
- Efficient functioning of Oracle Apps as per client expectations
- Smooth closing of monthly, quarterly and financial year-end process
- Timely delivery of required reports
- Roll-outs to new operating business units and locations

Team Size

Over 30 consultants have been dedicated to provide 24x7 support services. Team composition includes: 1 Team lead, 12 Functional consultants, 5 Techno-Functional consultants, 7 Oracle Apps DBA consultants (24x7) and 3 User data entry executives.

Monitoring Services Provided

- Monitor alert log files of all the instances for DB errors
- Monitor error log of application to avoid Application login issues
- Scheduled concurrent request (like Gather schema statistics, Workflow background process, OAM application dashboard, Workflow synchronization, etc.) and cronjobs set on servers
- Notify Erred out request details to development and support team
- Keep track of long running programs, reports, user sessions and take corrective action after coordinating with users
- Perform Database size, performance and disk space and memory utilization
- Monitor workflow status for critical item types and retry them
- Dead Locks due to Programs and Reports execution by multiple users
- Use Oracle client, TOAD, and schedule alert notifications for system management and monitoring the Oracle environment
- Proactively check long running form session, DB sessions, DB locks, etc.
- Keep track of invalid objects count in all instances .

Support Services Provided

- Support services provided using BMC Incident Tool
- Respond and help users in resolution of reported incidents like screen validations, error log or program/report errors, report parameters, Data loader issues, Access and privileges, Oracle login issues, printing from Oracle issue, etc.
- FTP files on servers for bulk Data Load through csv and data loader
- Deliver transaction details based spreadsheets weekly and monthly to SLA Team.
- Raise Oracle SRs, follow-up and test oracle recommended resolutions, perform application testing post patch/scripts fixes execution
- Gather performance statistics, explain plans, and generate AWR/ADDM reports for performance review
- Refresh development/test and UAT instances.
- Coordinate DC team for cold backups / restorations (Coordinate with the DC team for DC Migration Process)
- Communicate outages to end-users and concern stakeholders.
- Reconciliation reports and ad hoc query reports
- Provide proactive support in month ends/qtr and year ending closures, data reconciliation, mass report generation and emailing of output.
- Trace files and explain plan for tuning.

- TIPS OF THE WEEK: On the basis of weekly matrix of different tickets, creates solution documents for repetitive incident to avoid the user mistakes and unnecessary tickets handling and improving support quality
- Form personalization
- Coordinate with the auditors for different audits i.e. Statuary audit, Internal audit and Branch audits.

About Us

Established in 1990 in Silicon Valley, California, Infogain delivers end-to-end solutions through valuable strategy development, consulting services and highly skilled engineering execution. With worldwide delivery capabilities in ERP, integration, Business Intelligence, Portals and CRM, we have developed deep industry expertise through our engagements in Retail, High Tech and Insurance among others.

An ISO certified and an SEI-CMM level 5 compliant organization with global delivery centers in New Delhi and Pune in India, Infogain specializes in JAVA, integration and the full Oracle stack, including database, middleware and applications such as Oracle E-Business Suite, Siebel, Oracle Fusion and Oracle Retail.

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