



Oracle Customer Spotlight



Your Partner for Growth

ECI TELECOM LTD.

Petah Tikva, Israel
www.ecitele.com

INDUSTRY:

High Technology

EMPLOYEES:

More than 2,000

ORACLE PRODUCTS & SERVICES:

Oracle User Productivity Kit
Oracle E-Business Suite

“Oracle User Productivity Kit accelerated our rollout of Oracle E-Business Suite applications in China by helping users get up and running quickly. It has also enabled us to create a training blueprint for future Oracle implementations.”

– Matan Levy, Project Manager,
China, ECI Telecom Ltd.

ECI Telecom Cuts User Training Time and Cost by 50% with Flexible, Chinese-Language Learning Tool

ECI Telecom Ltd. delivers customer-focused networking solutions to the world's largest communications carriers. The company provides scalable broadband access, transport, and data networking infrastructure that provides the foundation for the communications of tomorrow, including next-generation voice, internet protocol TV (IPTV), mobility, and other business solutions.

Challenges

- Roll out Oracle E-Business Suite applications, already used by 1,000 staff in Israel and 10 other locations, to 200 new employees in China
- Meet the needs of both competent and inexperienced IT users
- Train users rapidly and cost effectively in an expanding business with a growing user base
- Build a comprehensive repository of re-usable, classroom-based courses; context-sensitive, self-service, user-centric tutorials; and supplementary learning materials in Chinese

Solution

- Implemented Oracle User Productivity Kit, a suite of flexible training and content-development tools available in 21 languages, including Chinese
- Used the tool's advanced, collaborative design capabilities to define system transactions prior to the implementation and create scripts for user acceptance testing before rollout
- Created instructor-led courses for 63 Oracle E-Business Suite supply chain, inventory, and order management processes
- Recorded all courses and stored them in a Web site to provide Web-based training on all processes accessible at each user's desktop and to enable new employees to use the applications from day one
- Trained 200 users in two weeks, 50% faster than would have been possible without Oracle User Productivity Kit, at an estimated 50% of the cost
- Created a help tool which reduced calls to the user help desk located seven time zones away in Israel
- Built a library of training assets that can be updated as needed and used for future Oracle rollouts at ECI facilities globally