



where information lives®

EMC Corporation
Hopkinton, MA
www.EMC.com

Industry:

Professional Services

Annual Revenue:

US\$14.88 billion

Employees:

31,000

Oracle Products & Services:

Oracle Financials
Oracle Treasury
Oracle TeleService
Oracle Service Contracts
Oracle Field Service
Oracle Incentive Compensation
Oracle EBS Configurator
Oracle Advanced Pricing
Oracle Project Costing
Oracle Project Billing
Oracle Project Management
Oracle Business Activity Monitoring
Oracle Solution Support Center
Oracle Real Application Clusters

“By centralizing onto a global instance of Oracle E-Business Suite, we have automated and standardized our business processes to accelerate internal processes, improve our ability to deliver a wide range of services to our customers, and foster continued growth.”

– Ramesh Razdan, Director of Enterprise Technology Services, EMC Corporation

EMC Helps Reduce Financial Close Times by 67% with Centralized Access to Consolidated Data

EMC Corporation is the world’s leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information.

Challenges

- Automate core business processes and provide the scalability to support the company’s global expansion
- Provide a flexible enterprise resource planning (ERP) solution to facilitate the company’s transition to providing more software and service-oriented customer solutions

Solution

- Deployed two single, global instances of Oracle E-Business Suite to cut costs and improve operational efficiency
- Standardized financial processes globally—reducing the financial close process from 10 to 12 days down to 3 to 4 days—a 67% time savings
- Automated business processes across the company’s sales, channel partner, and professional services organizations to help EMC effectively scale its technical services (TS) organization
- Facilitated EMC’s shift from fixed-fee to time-and-materials engagements to improve TS projects’ profit margins
- Reduced dependency on third-party vendors by enabling EMC to locate and deploy required skill sets across the global organization—increasing revenue for the TS business unit
- Automated revenue and forecast-data collection and reporting to facilitate informed decision making
- Reduced the average time required to integrate new TS services from six to nine months, to less than three months
- Automated service requests and provided real-time reporting capabilities to ensure compliance with service level agreements
- Enabled EMC to successfully manage 50,000 named users by ensuring the high availability of mission-critical ERP applications with Oracle Real Application Clusters
- Integrated Oracle E-Business Suite with EMC’s custom application continuance tool to reduce required downtime for maintenance from seven hours to just 15 minutes