



IER
Suresnes, France
www.ier.fr

Industry:

High Technology

Annual Revenue:

US\$211 million

Employees:

501 to 1,999

Oracle Products & Services:

Oracle Financials
Oracle Manufacturing
Oracle Purchasing
Oracle Logistics
Oracle Order Management
Oracle CRM
Oracle Database

Oracle Partner:

UNILOG
www.unilog.com

CSC
www.csc.com

Implementor:

Oracle Consulting

“Oracle E-Business Suite has enabled us to meet our constraints for special-order assembly and optimize the monitoring of manufacturing orders, thereby achieving greater customer satisfaction.”

– Hugues Basseguy, ISD, IER
France

IER Streamlines Processes to Yield a Four-fold Increase in Revenue

A subsidiary of the Bolloré Group, IER develops solutions for optimizing the management and safety of flows of people, vehicles, and goods in the world of transport and logistics. Its products include self-service terminals, ticketing terminals, control and supervision systems, and traceability solutions. The company is the world leader in solutions for ticketing, self-service, and embarkation control for the major transport networks.

Challenges

- Implement a centralized management solution to support global growth
- Rationalize information flows and make them more reliable
- Enhance the visibility of business processes and increase information reliability to drive more informed decisions

Solution

- Deployed Oracle E-Business Suite applications for financial, manufacturing, order, logistics, and support management to create an integrated and highly scalable IT infrastructure that improves visibility of critical information and enhances operational efficiency
- Improved the company’s ability to efficiently manage and produce special-order assemblies
- Improved information integrity and visibility with a centralized data repository, driving more informed business decisions
- Streamlined financial and logistical processes to drive a four-fold increase in revenue
- Deployed Oracle Manufacturing to improve the company’s ability to manage production capacities, monitor manufacturing orders, and execute accurate demand forecasting
- Reduced inventory and improved ability to manage missing items
- Enabled more precise final-cost calculation for each solution manufactured, driving improved profitability
- Migrated to Linux to reduce total cost of ownership by 35%
- Gained the ability to respond more rapidly to customer support requests