



Nortel  
Brampton, Ontario  
www.nortel.com

**Industry:**

Communications

**Annual Revenue:**

\$10.52 billion

**Employees:**

35,370

**Oracle Products & Services:**

Oracle Application Server

**Oracle Partner:**

FAMIS  
www.famis.com

**“The additional features provided by the FAMIS/Oracle solution have basically leapfrogged us from our old home-grown CAFM system. We now have faster access to consistent, accurate data for strategic Real Estate and business decisions.”**

– Dave Dunn, Global Director of Workplace Innovation in Corporate Real Estate, Nortel

**Nortel Improves Data Accuracy and Accessibility**

Nortel is a recognized leader in delivering communications capabilities that enhance the human experience, ignite and power global commerce, and secure and protect the world’s most critical information. Serving both service provider and enterprise customers, Nortel delivers innovative technology solutions encompassing end-to-end broadband, Voice-over IP, multimedia services and applications, and wireless broadband designed to help people solve the world’s greatest challenges.

**Challenges**

- Improve Nortel Real Estate data accuracy and accessibility
- Reduce operating costs and internal technical support requirements
- Increase real estate management efficiency

**Solution**

- Implemented Oracle Application Server to improve workflow processes with elements such as automated workflow, automated move approval processes, and dynamic Web-drawings
- Worked with Oracle Certified Partner FAMIS Software to streamline business processes and improve data accuracy
- Provided an accurate, secure, consistent and shared information repository
- Reduced the move management planning process—including receiving and analyzing requests, planning requirements, assessing costs against budget, creating work orders, and approving implementation—from several days to 39 minutes
- Created a global reporting system—generating monthly enterprise wide snapshots and developing report scheduling
- Processed more than 24,000 work orders and moved more than 11,000 people in the first year of use