



Pace Suburban Bus
Chicago, IL
www.pacebus.com

Industry:

Public Sector

Annual Budget:

US\$350 million

Employees:

1,490

Oracle Products & Services:

Oracle E-Business Suite
Oracle Financials
Oracle Cash Management
Oracle Purchase Order Management
Oracle Human Resources
Oracle Payroll
Oracle Self-Service Human Resources
Oracle CRM On Demand
Oracle Sales

Oracle Partner:

Booz Allen Hamilton
www.boozallen.com

“Upgrading to Oracle E-Business Suite Release 12 expanded our existing functionality, improved usability, and allowed us to save more than US\$500,000.”

– Terrance Brannon, Deputy Executive Director-Internal Services, Pace Suburban Bus

Pace Suburban Bus Upgrades to Oracle E-Business Suite Release 12 and Saves More than US\$500,000

Pace Suburban Bus is the premier suburban transit provider, quickly moving people to work and school safely and efficiently. The backbone of Chicago’s suburbs, Pace serves over 130,000 daily riders with fixed bus routes, vanpools, and paratransit services. Pace covers 3,500 square miles and is the one of the largest bus services in North America.

Challenges

- Replace more than 25 core critical business systems with an integrated, scalable, easy-to-use business application suite to streamline business processes and improve system performance
- Build business intelligence capability to support ridership and revenue segmentation and analysis
- Integrate applications to develop comprehensive performance metrics
- Eliminate shadow systems and minimize data redundancy

Solution

- Implemented Oracle E-Business Suite Release 12 to streamline business processes and ensure continued access to application support resources
- Worked with Oracle Partner Booz Allen Hamilton to implement the application suite on time and on budget, as well as facilitate user adoption by providing an improved user interface
- Saved more than US\$500,000 by deploying Oracle E-Business Suite Release 12 rather than a previous version—preventing the need to upgrade in the middle of the implementation
- Provided one authoritative source of data and enhanced reporting capabilities to track information—from financial data to key operations figures such as ridership numbers—to make more informed decisions
- Provided certification of Oracle E-Business Suite Release 12 on Oracle Fusion Middleware, to manage cross-application processes that extend the functionality of diverse legacy systems
- Automated the purchasing and requisition process, trimming weeks off procurement cycles