



ProQuest
Ann Arbor, MI
www.proquest.com

Industry:

High Technology

Annual Revenue:

US\$358 million

Employees:

1,400

Oracle Products & Services:

Oracle Service Contracts
Oracle Financials
Oracle Order Management
Oracle Advanced Pricing
Oracle iReceivables
Oracle Purchasing
Oracle iProcurement
Oracle Database
Oracle Real Application Clusters

Oracle Partner:

Integretas, Inc.
www.integretas.com

“We have realized significant savings with the upgrade to Oracle E-Business Suite Release 12. In particular, we streamlined our renewal process, which has increased customer satisfaction and retention. And, we minimized costs with an out-of-the-box deployment strategy for Oracle Service Contracts.” – Timothy Hall, Senior Technology Manager, Global Management Systems, ProQuest

ProQuest Streamlines Subscription Renewals with Oracle E-Business Suite Release 12

ProQuest creates specialized information resources and technologies that propel successful research, discovery, and lifelong learning. A global leader in serving libraries, ProQuest’s offers long-term brands, such as ProQuest, CSA, UMI, Chadwyck-Healey, SIRS, and eLibrary. The company supports the breadth of the information community with innovative discovery solutions that power the business of books and the best in research experience.

Challenges

- Manage a complex global order and billing system servicing approximately 60,000 contracts per year, including multiyear subscription models and contracts for numerous services brought together via acquisitions
- Enhance ability to offer flexible payment terms and schedules
- Increase efficiency with a unified, modern global solution

Solution

- Worked with Oracle Partner Integretas, Inc. to upgrade to Oracle E-Business Suite Release 12, deploying new modules, including Oracle Service Contracts, to reduce cost and increase efficiency
- Consolidated five legacy order and billing systems and replaced a cumbersome, spreadsheet-based subscription renewal process
- Estimated a total reduction of 70% in the time required to manage renewals, once the system is fully deployed
- Eliminated the creation of multiple invoices from various acquired companies so that customers now receive one invoice
- Supported global operations by choosing a system that has multiple currency capabilities
- Leveraged Oracle Advanced Pricing to introduce more flexible pricing and discounting
- Increased customer satisfaction by offering flexible payment terms/schedules and consolidated invoicing, resulting in an increase in subscription retention rates
- Consolidated call center operations into one location, driving cost savings and streamlining customer service
- Unified general ledgers from global operating units, accelerating the monthly closing cycle from one week to three hours
- Simplified inventory management with one product master and one customer master, resulting in reporting efficiencies
- Lowered IT costs by keeping customizations at a minimum
- Supported up to 10,000 users during peak times with Oracle Database 11g with Real Applications Clusters