



Guidance Software, Inc.  
Pasadena, CA  
www.guidancesoftware.com

#### Industry:

High Technology

#### Annual Revenue:

US\$74 million

#### Employees:

400

#### Oracle Products & Services:

Oracle E-Business Suite Release 12.1  
Oracle Financials  
Oracle General Ledger  
Oracle Payables  
Oracle Cash Management  
Oracle Purchasing  
Oracle Service Contracts  
Oracle Order Management  
Oracle TeleService  
Oracle Internet Expenses

**“One of the biggest benefits we have realized with our upgrade to Oracle E-Business Suite Release 12.1 is the ability to make more effective decisions.”**

– David Goldstein, Senior Director, Business Systems, Guidance Software, Inc.

### Guidance Software, Inc. Leverages New Integration Functionality to Improve Liability Visibility

Guidance Software, Inc. is a leader in digital investigative solutions. Its EnCase platform provides the foundation for government, corporate, and law enforcement organizations to conduct thorough, network-enabled and court-validated computer investigations, such as responding to eDiscovery requests, conducting internal investigations, responding to regulatory inquiries, or performing data and compliance auditing.

#### Challenges

- Replace hosted expense solution as part of a wider new travel program and eliminate manual reconciliation of charges
- Improve the software company's financial processes by transitioning from manual entries to a fully integrated system
- Integrate the quote-to-cash cycle, improve customer care, and track software service contracts more effectively

#### Solution

- Upgraded to Oracle E-Business Suite Release 12.1 to provide access to a fully integrated Accounts Payable and General Ledger for improved financial management and planning
- Used Oracle Internet Expenses to provide visibility into charges as they occur rather than waiting for a month-end report
- Updated credit card program—now populating charges daily, eliminating manual reconciliation, and enabling the company to more accurately forecast expenses
- Integrated the quote-to-cash cycle—from quoting, to configuration, order generation, fulfillment, billing, and collections—for accelerated transaction processing
- Used Oracle TeleService to enable about 120 users in the technical support, customer service, and sales teams to monitor and track issues with orders for internal and external customers
- Reduced the time needed to close the monthly financial books from two to three weeks to just a few days
- Streamlined Sarbanes-Oxley compliance audits by ensuring proper segregation of duties and reducing the number of controls from more than 150 to 71 through automated processes
- Enabled the company to ship within hours or even minutes as a customer is able to submit and track service contracts more effectively due to the integration of Oracle TeleService with Oracle Financials