

# INFORMATION FOR SUCCESS

Oracle Managed Cloud Services Customer Reference Booklet  
January 2013



**Hardware and Software, Engineered to Work Together**

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On the following pages, you will find examples of real business results that Oracle customers of all size, industries, and around the world achieve with Oracle Managed Cloud Services, part of Oracle's broad portfolio of cloud solutions. While the business drivers for moving IT to the cloud can often vary from having lower, more predictable costs to gaining a competitive advantage in the marketplace through greater business agility and faster innovation, organizations have been leveraging the power of Oracle's software and technology in the cloud for over a decade.

Oracle Managed Cloud Services provide customers complete choice and flexibility when it comes to their cloud strategy, delivering enterprise-grade, end-to-end managed cloud services across Oracle's broad portfolio of business applications, middleware, database, and hardware technologies. These privately managed cloud services easily co-exist with Oracle's public cloud services in Oracle Cloud for an integrated hybrid cloud experience that's tailored to each of our customer's unique industry and company requirements. Whether you are looking to upgrade your existing Oracle Applications, adopting new capabilities, or just new to Oracle—Oracle Managed Cloud Services can help your organization realize more value, with Oracle managing Oracle for you.

We hope you enjoy reading about our customers' success as much as we enjoy being their key technology partner. If you would like one of our Oracle experts to work with you to determine if Oracle Managed Cloud Services could increase your success, please contact us at 1-866-264-5909 or visit us at [www.oracle.com/managedcloudservices](http://www.oracle.com/managedcloudservices).

Thank you for your consideration.

Steve McMillan, SVP, Oracle Cloud Services

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**CUSTOMER SUCCESS STORIES**

**Oracle Customer:****BT**

London, United Kingdom

www.bt.com

**Industry:**

Communications

**Annual Revenue:**

Over US\$5 Billion

**Employees:**

92,600

**Oracle Products & Services:**

- Oracle On Demand
- Oracle E-Business Suite
- Oracle Financials
- Oracle iProcurement

## BT Consolidates Global Business onto Single Financial Platform and Achieves 99.9% Availability with Hosted Model

“By consolidating many disparate systems and standardizing onto a single financial management platform, hosted by Oracle On Demand, we have greatly improved transparency, efficiency, and control throughout our non-U.K. business operations.”  
— **Mark Wade**, Customer Experience Director, Finance, BT ID Customer Experience Team

BT is one of the world’s leading providers of communications solutions and services, with operations in 170 countries. It provides fixed-line, broadband, mobile, and networked IT services as well as TV products and services.

BT has been a communications service provider for more than 100 years. In recent decades, BT’s IT infrastructure grew significantly to include 17,000 databases and 30,000 servers. Managing an environment of this size and complexity is a significant challenge, and BT needed to streamline, consolidate, and simplify operations to transform its business.

BT initiated a project to migrate its non-U.K. business data from a mixture of disparate spreadsheets, various accounting platforms and software, and legacy Oracle systems onto a single instance of Oracle E-Business Suite. BT selected Oracle On Demand to host its financial modules at Oracle’s Texas data center to meet its goals of streamlined operations and IT management across the global organization. BT has approximately 400 legal reporting entities and, to date, it has migrated 146 of these groups onto the new global financial platform. It eliminated customization while still allowing localization to accommodate a vast number of different legal and statutory requirements.

With a single instance of Oracle Financials hosted by Oracle On Demand, BT reduced costs and gained centralized support, while improving resilience, reliability, visibility, and transparency. The financial consolidation project is a key feature of BT’s global transformation process and is critical to enabling future business growth.

### Challenges

- Streamline, consolidate and simplify complex IT infrastructure as part of a wider transformation process to improve efficiency and drive business growth across global communications markets
- Streamline accounting processes to close month-end books faster, elevate administrative efficiency, and improve reporting accuracy across consolidated accounts
- Implement procurement best practices for all purchasing across the organization with the help of Oracle Financials, to standardize processes, eliminate localizations, take advantage of global contracts, and achieve best prices on a much larger scale
- Implement a flexible financial management architecture and cost model that will grow with business requirements as BT expands into new geographical markets and takes new communications services into existing markets

## Solutions

- Consolidated a range of accounting systems onto a single instance of Oracle E-Business Suite hosted by Oracle On Demand to improve efficiency and availability while streamlining IT infrastructure and management
- Eliminated customizations within the financial management system while maintaining necessary localizations, greatly reducing complexity while increasing supportability
- Enabled financial experts to focus on commercially beneficial tasks, such as pricing and bids to help grow and develop the business by delivering a wider range of communications services to global markets, rather than spending time on financial administration tasks
- Completed implementation of the global finance platform in Latin America, consolidating 46 legal entities across 22 countries including Brazil and Argentina, while creating a centralized shared service center
- Merged two accounting systems in Latin America, following BT's acquisition of Latin American communications organization ComSat International.
- Processed thousands of transactions per month with Oracle General Ledger, spanning more than 100 currencies across 146 accounting entities
- Saved significant time gathering data from countries to produce consolidated accounting reports with all ledgers feeding directly and automatically into one instance of Oracle General Ledger
- Introduced global process owners for accounting procedures to act as a single point of contact for any queries relating to each accounting process carried out by 11,500 Oracle Financials users across the world
- Improved business decision-making with greater visibility and transparency of financial information
- Improved control over procurement processes with Oracle iProcurement, centrally managing suppliers and spend, enabling global control of purchasing, and saving hundreds of thousands of dollars each year by consolidating expenses with vendors and taking advantage of volume discounts
- Eliminated the need for localized IT support by drawing on a central pool of knowledge at Oracle, reducing maintenance and support costs

## Why Oracle

“Business transformation is always a challenge, but with Oracle, we don't have to worry about the systems themselves,” said Mark Wade, customer experience director, finance, BT ID customer experience team. “Oracle is our preferred partner, and Oracle On Demand offered the perfect solution for us, giving us the flexibility to scale up in the future. We have no worries whatsoever about maintenance, as Oracle On Demand has never let us down; it has always been extremely resilient and reliable.

“Oracle has a can-do attitude and works with us to overcome any problems we may have. When we have a Priority 1 issue logged with Oracle, we can be confident that there is someone working on the problem 24/7, around the globe. Oracle provides assurance and dedication to fix any problems. I cannot say that about other vendors within the industry.”

**Oracle Customer:****Casas GEO S.A.B. de C.V.**

Mexico City, Mexico

www.casasgeo.com

**Industry:**

Engineering and Construction

**Annual Revenue:**

US\$1 to US\$5 Billion

**Employees:**

27,000

**Oracle Products & Services:**

- PeopleSoft Human Resources On Demand
- PeopleSoft Global Payroll
- PeopleSoft Global Payroll Country Extensions On Demand
- Oracle E-Business Suite On Demand
- Oracle Project Billing On Demand
- Oracle Project Costing On Demand
- Siebel Sales
- Oracle Database, Enterprise Edition
- Oracle OnDemand

**Oracle Partner:****Multisistemas GIT Consultores, S.A. de C.V.**

www.e-multisistemas.com

## Casas GEO S.A.B. de C.V. Unifies and Automates Human Resources Processes for 125 Business Units, Achieves Full Return on Investment in Just Seven Months

“PeopleSoft Human Resources On Demand enabled us to consolidate payroll management on a single instance, automating processes and unifying 125 business units into a single system. With a successful HR infrastructure, we’ve achieved a return on our investment in just seven months.”

— **Rodrigo Moño**, Director of GEO Evolution, Casas GEO S.A.B. de C.V.

Casas GEO S.A.B. de C.V. is Mexico’s leading builder of mixed low- and middle-income housing complexes, with an estimated growth rate of 8% to 11% per year. The company has 125 business units, which build housing throughout the country. Most of its 27,000 employees are construction workers who are paid weekly, as well as managers who are paid every two weeks.

Previously Casas GEO had a decentralized payroll application, which caused problems with tax calculations, contracts, and budgeting. It didn’t have companywide human resources (HR) policies, so each business unit managed business in its own way. The company also needed to control costs and expenses on a per-project basis, as well as commissions for its sales staff, processes that were difficult to complete when using its legacy system.

These problems led Casas GEO to search for a HR system that could centralize and automate processes and link to Oracle E-Business Suite On Demand applications, including Oracle Project Billing On Demand, Oracle Project Costing On Demand, and Siebel Sales. Casas GEO chose Oracle’s PeopleSoft Human Resources On Demand to unify and automate payroll management, and to consolidate information regarding each employee, including days worked and compensation. The integrated software also let Casas GEO factor in labor costs, taxes, and contributions to the Mexican Social Security Institute (Instituto Mexicano de Seguridad Social or IMSS) to control expenses and costs on a per-project basis and to calculate sales commissions.

**Challenges**

- Centralize human resources information from the company’s 125 business units, consolidating payroll on a single instance and complying with tax and labor laws
- Guarantee timely salary payments to its 27,000 employees—mostly construction workers—along with contributions to IMSS and national income tax
- Control costs and prepare budgets at the construction project level, optimizing accounting processes and sales commission payments

**Solutions**

- Worked with Oracle Partner Multisistemas GIT Consultores, S.A. de C.V. to implement PeopleSoft Human Resources On Demand to consolidate payroll management on a single instance, automating processes and unifying 125 business units
- Standardized HR rules and procedures, achieving greater efficiency

- Used Oracle Database, Enterprise Edition as the centralized database for management, personnel, and financial information
- Automated payroll calculation with Oracle E-Business Suite On Demand, accelerating the process from five-to-six hours to just seven minutes
- Created a simplified structure with just four payrolls (management, weekly employees, machinery, and industrial production) for all 125 business units, accelerating accounting for each item involved in building houses and guaranteeing timely payment to employees, as well as compliance with legal requirements, contributions to IMSS, and tax payments
- Used PeopleSoft Global Payroll to develop payroll indicators on a per-business-unit basis, including productivity of each sales agent and construction worker, providing increased visibility into companywide performance and improving decision-making
- Reduced HR management costs by decreasing HR staff needs from 127 people working in decentralized offices to just 16 centralized employees, which freed those employees to take other positions within the company
- Controlled expenses and costs for low-cost housing projects by linking information between PeopleSoft Human Resources On Demand, Oracle Project Billing On Demand, and Oracle Project Costing On Demand, ensuring that the company paid construction workers for hours worked and that it could efficiently manage its budget
- Linked PeopleSoft Human Resources On Demand with Siebel Sales to estimate sales agents' commissions instantly at the time of sale
- Used a hosted model to provide up-to-date technology and ensure uninterrupted operation for all HR, management, and accounting processes, with the guarantee Oracle would resolve any problems
- Achieved full return on investment in just seven months

#### Why Oracle?

“We analyzed HR management products, such as Microsoft and Meta4, but we chose Oracle’s PeopleSoft Human Resources On Demand because we were already working with Oracle’s Siebel and Oracle E-Business Suite applications, and its PeopleSoft products provided the functionality, ease of use, and robustness we needed. It is a very complete solution that has all the modules we need to keep growing,” said Rodrigo Moïño, director of GEO Evolution, Casas GEO S.A.B. de C.V.

“Oracle is a company that knows what it is doing. Knowledge and support are the most important things Oracle gives us. It is a large company, which lets us be sure support staff will respond when we need them. The On Demand model gives us the added value of support,” Moïño said.

**Partner**

Casas GEO S.A.B. de C.V. worked with Oracle Partner Multisistemas GIT Consultores, S.A. de C.V. to implement PeopleSoft Human Resources On Demand. Multisistemas' experience, affordable cost, and knowledgeable personnel were key factors in Casas GEO's partner selection.

"Multisistemas played a key role in the implementation," Moïño said. "It is very important to choose the right partner. Multisistemas knows PeopleSoft perfectly, as well as Mexico's laws. Its advice has been extraordinary."

**Oracle Customer:****Colas, Inc.**

Morristown, NJ

www.colasusa.com

**Industry:**

Engineering and Construction

**Annual Revenue:**

US\$1 to US\$5 Billion

**Employees:**

5,500

**Oracle Products & Services:**

- JD Edwards EnterpriseOne
  - Financials On Demand
  - Project Costing On Demand
  - Project and Government Contract Accounting On Demand
  - Contract and Service Billing On Demand
  - Procurement and Subcontract Management On Demand
  - Sales Order Management On Demand
  - Inventory Management On Demand
  - Capital Asset Management On Demand
  - Condition-Based Maintenance On Demand
  - Human Resources Payroll On Demand
  - Time and Labor On Demand

## Colas, Inc. Ensures Highly Scalable Environment with Cloud-based Enterprise Applications and Expects to Save 15% Over Cost of On-Premise Deployment

“With Oracle Managed Cloud Services, we’ve gained a highly-performing enterprise resource planning (ERP) environment with predictable costs. We’ve also avoided the need for additional staff and capital investment and have benefited significantly from Oracle managing Oracle. With Oracle’s expertise, we’re becoming a better, stronger, IT organization.”

— **Maxime Montreuil**, IT Director, Colas, Inc.

Colas, Inc., the US division of global, road-construction leader Colas, S.A., specializes in constructing and paving roads, highways, and airport runways for public and private sector organizations in 43 states. The company has end-to-end capabilities, from quarry operations, to ready-mix concrete manufacturing, to paving operations.

Colas was expanding rapidly, operating eight distinct divisions that spanned nearly every state. To manage its increasingly complex operations, the company relied on an aging set of business applications, developed specifically for the paving industry. Its applications, however, were highly customized and reaching their scalability limits. To support continued growth and reduce IT complexity, Colas began a search for a robust and highly scalable solution that would meet the construction company’s needs with minimal customization.

Colas selected Oracle’s JD Edwards EnterpriseOne applications and hosted them through Oracle Managed Cloud Services. Today, the company is standardizing business processes across the organization. It has created a single source of data for financial, procurement, manufacturing, inventory, project, human resources, and asset management to extend visibility and streamline processes, including financial close and environmental reporting. With Oracle Managed Cloud Services, Colas gained a highly reliable and cost-effective enterprise application environment. It also avoided additional investments in hardware and infrastructure, as well as the need to expand its in-house IT team. Further, the company ensured 24/7 IT support from a team of skilled Oracle professionals-benefitting from Oracle managing Oracle technology and applications.

Colas has deployed the solution to six of its eight operating groups and continues the rollout.

### Challenges

- Create a modern, integrated enterprise resource planning (ERP) environment that enables the company to improve visibility and efficiency for its eight operating divisions that span quarry operations, ready-mix manufacturing, road construction, administration, and more
- Provide a way to simplify reporting by standardizing processes and storage, while remaining in-line with the company’s decentralized approach, reducing tasks that could take up to one month to complete
- Ensure effective and cost-efficient ERP environment management, including disaster recovery, for high performance and predictable costs
- Optimize internal IT resources and budgets as the paving sector’s competition increases

## Solutions

- Deployed Oracle's JD Edwards EnterpriseOne On Demand applications hosted through Oracle Managed Cloud Services and created a scalable and integrated ERP platform that enables the company to standardize processes across its eight operating divisions, and improve operating efficiency as well as financial visibility
- Projected that a managed cloud services deployment would cut JD Edwards EnterpriseOne cost of ownership by 15% over five years, versus an on-premise implementation
- Enabled the company to deploy its JD Edwards EnterpriseOne environment without additional hardware investment
- Eliminated the need to hire additional specialized staff to manage the new environment, including database administrators that can be difficult to find and costly to acquire and retain
- Improved internal IT processes with Oracle Managed Cloud Services' best practice methodology and ensured high availability of the company's enterprise applications, including disaster recovery
- Enabled the company to keep IT costs predictable and affordable while benefitting from world-class Oracle support and expertise
- Freed internal IT resources to focus on other priorities across the vertically-integrated, road-construction firm
- Created a single source of financial, procurement, manufacturing, inventory, project management, human resources, and asset management data to enable enterprise visibility and facilitate reporting
- Enabled teams to enter timesheet data once and flow it automatically into time and labor as well as payroll applications, streamlining the process and reducing the chance for errors
- Gained a robust solution, with significant functionality for the construction and manufacturing sectors, that Colas implemented with few customizations to reduce IT complexity
- Accelerated the creation of environmental and worksite reports-some of which require data from up to 350 sites-from months to just days
- Improved data and reporting accuracy by eliminating the need to rekey data from spreadsheets into various systems
- Reduced a largely manual and spreadsheet-based reporting rollup process, accelerating consolidation from a one-month timeframe to just several days
- Improved ability to load balance and manage manufacturing and construction assets, which is critical to optimizing output and avoiding paving project delays

### **Why Oracle?**

When Colas began to consider a cloud-based solution, it evaluated leading providers. The company selected Oracle Managed Cloud Services for several important reasons, including its cost-effectiveness and strong references.

“The overriding reason that we chose Oracle Managed Cloud Services is that there is no one better to manage JD Edwards EnterpriseOne on Oracle Red Stack than Oracle,” said Maxime Montreuil, IT Director, Colas. “It removed the middleman and put the applications in the hands of the company that developed them and knows them best.”

### **Implementation Process**

Colas began to deploy the system on its own premises before migrating to Oracle Managed Cloud Services. It went live in Oracle’s cloud environment in November 2011, with two operating divisions. Today, it has rolled out the solution to six of its eight operating companies, and the migration continues for the last two groups.

**Oracle Customer:****Fiat Group Automobiles S.p.A.**

Turin, Italy

[www.fiatspa.com](http://www.fiatspa.com)**Industry:**

Automotive

**Annual Revenue:**

Over US\$5 Billion

**Oracle Products & Services:**

- Oracle Transportation Management  
On Demand

**Oracle Partner:****Reply**[www.reply.it](http://www.reply.it)

## Fiat Group Automobiles S.p.A. Conquers Logistics Challenges, Improves Supply Chain

“For Fiat, which operates plants and distributes its products worldwide, having efficient and sustainable logistics processes is key to creating value for our customers. The transition from using lead logistics providers to i-FAST, our single group operator managing transports for all sectors, is possible due to Fiat’s investment in an Oracle-based transportation management system. The solution enables us to better control the entire supply chain in an integrated manner.”  
— **Fabrizio Cassidei**, ICT Project Manager, Fiat Group Automobiles S.p.A

Fiat Group Automobiles S.p.A., one of the founders of the European car industry, now Fiat GA and Fiat Industrial design, produces, and sells cars, industrial and agricultural vehicles, engine components, and production systems, all innovatively made with extreme attention to environmental sustainability. For global companies like Fiat GA and Fiat Industrial, the efficiency and sustainability of its logistics processes are key factors for creating value. With the aim of improving logistics operations and managing them in an integrated way, Fiat founded i-FAST Container Logistics Ltd, the group’s dedicated logistics operator.

In an effort to streamline and transform its inbound and outbound logistics operations, Fiat implemented Oracle Transportation Management On Demand. The solution provides end-to-end, real-time visibility into logistics data that the company can frequently update and use to improve planning and reduce costs.

### Challenges

- Expand in-house logistics skills to optimize processes and improve customer service
- Improve transport activity efficiency when collecting material and components for all Fiat companies
- Provide ability to track and trace material on every shipment throughout the entire network and process
- Manage inbound flows, centrally, by extending a specific information system for transport management to all sectors of the group (dealers, mechanics, and electricians)
- Implement common transport management strategies to leverage potential synergies between various group sectors and optimize truck capacity, avoiding productivity losses from traveling with half-empty trucks

### Solutions

- Implemented Oracle Transportation Management On Demand as a unique tool to include freight forwarding and network management functions, previously handled by lead logistics providers with help from Oracle Partner Reply
- Reduced loads, component deliveries, time requirements, travel distances, costs, and emissions with an intelligent, integrated, and detailed transportation workflow plan
- Optimized carrier management with the integrated communication system
- Enabled LLPs to purchase in larger volumes, under the most competitive conditions

- Obtained full visibility over the entire supply chain and the traceability of all events—from the load plan, to appointments—in a single fast and reliable system
- Equipped Fiat to act on unexpected supply chain events—such as shipment delays or short-shipped quantities—helping ensure that every shipment is delivered in the most efficient and cost-effective manner
- Arranged to combine transport streams of group companies, such as Fiat Automotive, Case New Holland (CNH), Iveco, and Power train, taking into consideration the geographic location of factories and workshops, as well as roads
- Planned to optimize 30,000 daily transports (of both cars and single components) by 2012

#### **Why Oracle?**

Leveraging the initial success at CNH, Fiat recognized Oracle Transportation Management as the best transportation management solution for its functionality and integration capabilities. Fiat also chose Oracle for its superior expertise in global deployments and its deep understanding of automotive industry business processes.

#### **Partner**

Oracle Partner Reply specializes in design and implementation of solutions based on new digital media and communication channels. Reply's services include consulting, system integration, application management, and business process outsourcing.

**Oracle Customer:**  
**Genworth Financial, Inc.**  
 Richmond, VA  
 www.genworth.com

**Industry:**  
 Financial Services

**Annual Revenue:**  
 Over US\$5 Billion

**Employees:**  
 6,000

**Oracle Products & Services:**

- Oracle E-Business Suite  
Release 12.1.2
- Oracle Human Resources  
Management System
- Oracle Self-Service Human  
Resources
- Oracle Compensation Workbench
- Oracle Learning Management
- Oracle Time and Labor
- Oracle On Demand

## Genworth Financial, Inc. Upgrades Human Capital Applications to Enhance Budget Planning and Training

“Upgrading to Oracle E-Business Suite Release 12.1.2 allowed Genworth to take advantage of several new enhancements within the performance and learning modules. It was important to focus on a strong, integrated product, as this allowed us to keep our support costs low while continuing to meet human resources requirements.”

— **Glenn Dow**, Senior IT Architect, Genworth Financial, Inc.

Genworth Financial, Inc. is a leading Fortune 500 global financial services company with more than US\$100 billion in assets and approximately 6,000 employees in more than 25 countries. Its products and services help meet the investment, protection, retirement, and lifestyle needs of more than 15 million customers.

### Challenges

- Update the company’s human capital system to enhance efficiency, support talent management innovation, and improve competitive advantage in the financial services industry
- Streamline merit and bonus planning and enhance performance evaluation with as few customizations as possible
- Build learning and development opportunities around specific job competencies

### Solutions

- Upgraded to Oracle E-Business Suite Release 12.1.2 to enable more than 6,000 Genworth users to take advantage of the system’s new functionality
- Enhanced the company’s performance development and review processes while maintaining low operational costs
- Leveraged the flexibility of Oracle Compensation Workbench to optimize salary, merit, bonus, and equity planning—helping meet the company’s business needs with few customizations
- Deployed Oracle Learning Management to offer approximately 3,000 training courses, which cover such topics as general business practices, selling financial services, and understanding financial products
- Ensured the compensation, learning, and human resource modules are integrated to maximize functionality and maintain ease of use for employees and managers
- Formatted employee appraisal process around Genworth’s managerial requirements
- Eased employee time reporting processes to reduce administrative burdens
- Leveraged Oracle On Demand to complete the upgrade on time, within budget, and with overall user satisfaction

**Oracle Customer:****Intermountain Healthcare**

Salt Lake City, UT

www.intermountainhealthcare.org

**Industry:**

Healthcare

**Annual Revenue:**

Over US\$5 Billion

**Employees:**

33,000

**Oracle Products & Services:**

- PeopleSoft Financials 9.1 On Demand
- PeopleSoft eSupplier Connection 9.1 On Demand
- PeopleSoft Inventory 9.1 On Demand
- PeopleSoft eProcurement 9.1 On Demand
- PeopleSoft Supplier Contract Management 9.1 On Demand
- PeopleSoft Maintenance Management 9.1 On Demand
- PeopleSoft Strategic Sourcing 9.1 On Demand
- Oracle Business Intelligence Enterprise Edition On Demand
- Oracle Financial Analytics
- Oracle Supply Chain Analytics
- Oracle Human Resources Analytics
- Oracle SOA Suite

**Oracle Partner:****PwC**

www.pwc.com

## Intermountain Healthcare Selects Cloud Services to Ensure High Performance, Scalability, and Predictable Costs for Enterprise Resource Planning

“Oracle Managed Cloud Services was an easy choice for us. Who better to host and manage our PeopleSoft applications than the company that created them. We will also benefit from high availability, dedicated, world-class IT management and support, as well as predictable costs. It is a winning proposition.”

— **Joe Finlinson**, Enterprise Resource Planning IT Manager

Intermountain Healthcare, based in Salt Lake City, Utah, is an internationally recognized, nonprofit, health system that includes 22 hospitals, a Medical Group with more than 185 physician clinics, and an affiliated health insurance company. It serves patients and plan members in Utah and southeastern Idaho, offering a full range of services, from urgent care, to home care, to the region’s most advanced trauma centers.

Providing high-quality care at an affordable cost is at the heart of Intermountain’s mission, and the organization has received national attention for its achievements on this front. IT plays an important part in the health system’s ability to deliver quality and affordable care, with Intermountain’s chief information officer, serving on President Obama’s Council on Healthcare Information Technology.

Looking to continually improve operational effectiveness, Intermountain began to focus on its legacy enterprise resource planning (ERP) environment, which included in-house developed applications for financial and supply chain management, as well as Oracle E-Business Suite applications for human resources and payroll. In assessing its proprietary applications, Intermountain saw room for improvement in functionality, visibility, data quality, system performance, and scalability, as well as reporting and analysis.

The health system began a competitive search for an integrated commercial-off-the-shelf (COTS) solution, ultimately selecting Oracle’s PeopleSoft Financials 9.1 and PeopleSoft Supply Chain Management 9.1 applications for their robust functionality, as well as Oracle’s continued investment in the application suite. To extend reporting and analytical capabilities, Intermountain chose Oracle Business Intelligence Enterprise Edition and Oracle Business Intelligence Applications for financials, supply chain, and human resources.

As it began to deploy the applications, Intermountain Healthcare began to consider a hosted model and Oracle Managed Cloud Services.

“Oracle has a strong reputation in the market, and we were purchasing Oracle applications, so who better to host and manage them than the company that developed them? This approach removes segregated support issues that can slow problem resolution. We needed to be live in two years, with a big bang approach. This is a big job, and we needed a cloud services partner and systems integration partner—in our case, PriceWaterhouseCoopers—that could help get us there,” said Joe Finlinson, enterprise resource planning IT manager, Intermountain Healthcare.

Intermountain is working with Oracle Managed Cloud Services on a unique identity management solution, deploying a federated, single-sign-on solution that will allow it to authenticate users seamlessly, without sharing credentials with Oracle. In addition, the company will use Oracle SOA Suite to achieve integration between the PeopleSoft environment and Intermountain's other systems. This approach will enable loose coupling, reducing the need for custom integrations and building a path to future migration to Oracle Fusion applications that will not require the health system to upgrade its interfaces—reducing complexity and saving significant time and costs.

### Why Oracle

Intermountain Healthcare selected Oracle Managed Cloud Services to host its PeopleSoft Enterprise and Oracle Business Intelligence environments for the benefits it can deliver. The company, which seeks to maintain high performance and availability of its business-critical applications, knows that significant internal human and technical resources are required to support a large-scale ERP implementation.

“We immediately realized there were benefits to be gained by having Oracle manage Oracle hardware and software,” Finlinson said. “It has more than 1,500 dedicated resources with deep PeopleSoft expertise. Oracle has seen it all, and we have a single point of contact to manage.”

In addition, speed to deployment was critical as the company targeted an early 2014 go live. “Oracle was very fast to assign people and provision the hardware and software. Oracle had our environments provisioned and delivered just 28 days after signing the contract,” Finlinson said.

Intermountain Healthcare looks forward to proactive monitoring and rapid resolution of any problems that will arise and the flexibility to scale as needed. It also will benefit from predictable annual costs to smooth out bumps in the budget, as well as regular hardware refreshes.

As a healthcare organization, Intermountain manages sensitive data and must abide by various industry standards and regulatory requirements, such as the Health Insurance Portability and Accountability Act (HIPAA), International Organization for Standardization (ISO) standards, as well as payment card industry data security standards. Oracle On Demand provides high levels of security as well as validated systems that support compliance. In addition, Intermountain is an Information Technology Infrastructure Library (ITIL) shop, and Oracle Managed Cloud Services has an ITIL process, so it complements the company's local governance.

### Implementation Process

Intermountain plans to go live in January 2014 with a “big bang” approach. During the development phase, Intermountain meets weekly with Oracle Managed Cloud Services' delivery and implementation managers. “There has not been a time when Oracle has not met or exceeded our expectations. They want to succeed with us,” Finlinson said.

**Partner**

Oracle partner PwC is the systems integration and implementation partner for Intermountain's PeopleSoft initiative. It is leveraging the consulting organization's transformation methodology.

"PwC guides us daily in our implementation, with 60% of project resources coming from our team and 40% from PwC. An important factor in our selection process was that PwC has done most of the PeopleSoft 9.1 implementations in healthcare to date, and they're a strong Oracle partner."

**Oracle Customer:****Kadmon Corporation, LLC**

New York, NY

www.kadmon.com

**Industry:**

Life Sciences

**Employees:**

250

**Oracle Products & Services:**

- Oracle E-Business Suite On Demand
- Oracle Financials On Demand
- Oracle Order Management On Demand
- Oracle Process Manufacturing On Demand
- Oracle Purchasing On Demand
- Oracle Inventory Management On Demand
- Oracle Database

## Kadmon Corporation, LLC Uses Cloud-Based Enterprise Applications to Integrate Operations Following an Acquisition and Ensure Operational Efficiency

“Oracle E-Business Suite On Demand was essential to the successful integration of Kadmon and Three Rivers Pharmaceuticals after the acquisition. And, the cloud-based solution enables us to support the new global, multi-site company with three times the requirements with the same number of IT staff—and do so with 99.999% availability.”

— **Christine Sheehy**, Senior Vice President, Operations, Kadmon Corporation, LLC

Kadmon Corporation, LLC is a global biopharmaceutical company focused on translating innovative science into new treatments. The company offers products and services for the treatment and management of hepatitis C. It is also using new insight into molecular biology to develop therapies that target the metabolomic and signaling pathways associated with cancers as well as various infectious, neurodegenerative, and immunological diseases.

The company acquired Three Rivers Pharmaceuticals in 2010, and quickly integrated operations using Oracle E-Business Suite On Demand. Three Rivers Pharmaceuticals has used Oracle’s managed cloud services solution since 2001 to ensure a scalable, flexible infrastructure as well as operational efficiency—including a 40% reduction in its IT expenditures. The solution continues to deliver value, extend insight, and ensure compliance for the growing next-generation biopharmaceutical company.

### Challenges

- Optimize the use of IT budget and enable the internal team to focus resources on forward-looking initiatives to support changing business models as opposed to simply maintaining and managing existing systems
- Enable the company to rapidly integrate operations after its acquisition of Three Rivers Pharmaceuticals to expedite return on investment and avoid operational disruption, including the need for additional regulatory validation of IT systems and processes
- Provide an IT infrastructure that facilitates compliance with U.S. Food and Drug Administration (FDA) and international agency requirements, including those related to biotech treatments and clinical trial product distribution
- Ensure efficient and compliant manufacturing processes for the production of both traditional pharmaceuticals as well as next-generation biopharmaceuticals

### Solutions

- Enabled Kadmon to quickly integrate operations of the two companies following the acquisition with Oracle E-Business Suite On Demand—speeding time to value and avoiding business disruption
- Achieved consolidated financial processes in just three months, enabling enterprisewide visibility

- Continued to benefit from a highly scalable and reliable cloud-based environment to ensure rapid deployment and efficient and cost-effective management of the company's critical business applications
- Achieved an IT environment that offers high performance and 99.999% availability
- Continued savings on staffing costs as well as hardware, software, and maintenance costs with hosted approach versus an on-premise deployment
- Met additional new business requirements while maintaining the same number of IT support staff with hosted Oracle applications over the lifetime of the deployment (since 2001)
- Freed internal IT team members to focus on value-added projects, such as the introduction of mobile applications
- Eased company expansion and streamlined multi-site implementation by ensuring portability and application availability with Oracle E-Business Suite On Demand
- Ensured the ability to support traditional pharmaceutical production reporting requirements as well as a growing biopharmaceutical firm, and its clinical trial operations, with extensive audit trail capabilities and flexible workflows
- Gained a complete stack of validated systems that can support and meet all FDA and life science industry compliance requirements-enabling Kadmon to quickly move forward with clinical trials for its biotech therapies
- Facilitated 21 CFR Part 11 compliance as well as enabled efficient and accurate production, labeling, distribution, and tracking of products for clinical trials
- Enabled the company to accurately and efficiently track product and forecasting data at very detailed levels
- Expanded ability to effectively share and coordinate manufacturing and financial data with partners, contract manufacturers, and research organizations
- Enabled the company to reduce its projected annual IT budget by 40% with a hosted implementation

#### **Why Oracle**

“We first adopted Oracle in 2001, and 12 years later, the system still meets our business needs, enabling the company to support both a traditional pharmaceutical business as well as a growing biopharm business. Even with all the changes we've been through as a company, we have found Oracle's managed cloud services solution to be the most effective, from a cost, functionality, and operational standpoint. We have been very satisfied with the capabilities the solution provides, and plan to implement additional Oracle technology in the near future,” said Christine Sheehy, Senior Vice President, Operations, Kadmon Corporation, LLC.

### Implementation Process

Three Rivers Pharmaceuticals, now Kadmon, first implemented Oracle E-Business Suite On Demand, running on Oracle Database, in 2001. It has worked with Oracle over the years to fine tune its environment to meet changing demands. Most recently, it worked with Oracle's managed cloud services to create and test required functionality to support the biopharmaceutical side of the business and ensuring a successful migration to a production environment. The company is looking to upgrade to Oracle E-Business Suite Release 12.1 in the coming year.

Kadmon is also extending its Oracle investment by implementing Oracle Business Intelligence Enterprise Edition, Oracle Financial Analytics, and Oracle Supply Chain and Order Management Analytics. The goal is to extend insight and visibility to the finance team as well as sales, customer services, and supply chain management groups.

**Oracle Customer:**

**London Borough of Havering**  
Romford, Essex, United Kingdom  
www.havering.gov.uk

**Industry:**

Public Sector

**Oracle Products & Services:**

- Oracle E-Business Suite Release 12.1  
On Demand
- Oracle Internet Expenses
- Oracle User Productivity Kit
- Oracle Business Intelligence Suite,  
Enterprise Edition

## London Borough of Havering Targets Saving US\$23.5 Million in Five Years with Move to Managed Cloud Services

“Our transformation has enabled us to save money in back-office functions and protect crucial front-facing services for residents. At the same time, we freed up time for our organizations, so they can respond to residents’ needs more effectively. We could not have achieved so much in such a short time without the support, professionalism, and dedication of Oracle Cloud Services.”

— **Andrew Blake-Herbert**, Group Director of Finance and Commerce, London Borough of Havering

London Borough of Havering is the third-largest borough in Greater London, with a population of 220,000 and an area covering 27,742 acres, of which almost half is green space. Its administrative authority is Havering Council, which provides education, housing, waste management, transportation, leisure facilities, and many other services to the borough’s residents and visitors.

In 2010, Havering Council needed to find a way to reduce expenditures by US\$24.5 million annually to compensate for an annual 7.1% reduction in funding received from the Department of Communities and Local Government. This reduction was part of a national program of central government spending cuts designed to reduce the United Kingdom’s structural deficit by US\$7.8 billion each year until 2015.

In a bid to preserve funding levels for vital front-line services, such as social care and children’s services, Havering Council looked for ways to cut back-office administrative costs. It reviewed its IT footprint and identified major opportunities to rationalize its software applications and supporting infrastructure. These opportunities were incorporated into Havering 2014, a four-year transformation strategy that aims to increase efficiency and eliminate unnecessary expenses across all of the council’s services.

As part of the program, the council chose to move its core applications for finance, human resources (HR), payroll, and procurement from its own premises to an on-demand model, managed and delivered by Oracle Cloud Services. This move involved consolidating Havering Council’s legacy, heterogeneous applications onto a single instance of Oracle E-Business Suite Release 12.1. The council projects that resulting efficiencies will result in saving US\$23.5 million over five years—representing a fourfold return on the project’s cost of US\$4.7 million and a significant contribution to Havering’s overall savings target.

### Challenges

- Save US\$24.5 million every year through 2014 to compensate for reduced central government funding for local government organizations as mandated in the treasury’s 2010 comprehensive spending review
- Preserve funding for front-line services, such as social care, child protection, housing, and public transport, by reducing back-office administrative and IT infrastructure costs
- Improve financial decision-making by extending visibility into Havering Council’s financial position, including cash flow
- Reduce routine administrative work enable employees to focus on delivering better service to citizens and businesses

- Create a solid, cost-effective IT foundation for future implementations of new, cost-saving, self-service applications for employee recruitment and supplier management
- Complete the back-office transformation quickly to capitalize on lowered costs and gained efficiencies as early as possible

### Solutions

- Realized US\$23.5 million in savings over five years by replacing disparate legacy systems, including existing Oracle E-Business Suite modules, custom applications, and a third-party HR system with a single, integrated instance of Oracle E-Business Suite Release 12.1 delivered in a managed cloud services model
- Saved US\$2.3 million in the first year by decommissioning internally managed applications, middleware, databases, and hardware, and having the new Oracle E-Business Suite Release 12.1 environment managed entirely by Oracle Cloud Services in a private cloud based at Oracle's data center
- Enabled managers to make better financial decisions regarding public service planning, budgeting, and cash flow management, by implementing Oracle Business Intelligence Suite, Enterprise Edition to produce financial status reports just days after each month's end, rather than the several weeks required with the previous system
- Improved service by offering IT support from Oracle Cloud Services on a 24/7 basis to front-line employees, such as social workers who do not always work traditional office hours
- Reduced administrative workload by replacing cumbersome, paper-based processes with electronic processes-for example using Oracle Internet Expenses to enable employees to submit expense reports online with automatic routing to managers for approval
- Enabled rapid and effective adoption of Oracle E-Business Suite Release 12.1 applications by using Oracle User Productivity Kit to deliver standardized training to end-users
- Completed the migration to Oracle E-Business Suite Release 12.1 On Demand in just 10 months, leveraging the expertise, dedication, and client focus of Oracle Cloud Services professionals

### Why Oracle

Carl Collins McCarthy, program manager for internal shared services at Havering Council, was already a fan of Oracle Cloud Services, having been a customer in a previous role with the United Kingdom Environment Agency. He was convinced of Oracle Cloud Services' ability to significantly reduce costs by removing the need to install, manage, and support a complex software and hardware infrastructure, internally.

Oracle Cloud Services also offered 24/7 support to all users as a standard, an improvement over the legacy environment that provided IT support only during office hours.

It also provided the reassurance of Oracle experts managing a stack of Oracle software and hardware, with all of the associated best practices, governance processes, and performance-enhancing tuning.

“We are very happy with Oracle Cloud Services. Its outstanding service and robust governance, processes, and controls make it well worth the investment,” said Carl Collins McCarthy, program manager, internal shared services and Oracle competency center, London Borough of Havering.

**Oracle Customer:****Masan Consumer Corporation**

Ho Chi Minh City, Vietnam

[www.masangroup.com](http://www.masangroup.com)**Industry:**

Consumer Goods

**Annual Revenue:**

US\$100 to US\$500 Million

**Employees:**

5,000

**Oracle Products & Services:**

- Oracle E-Business Suite
- Oracle Financials
- Oracle Purchasing
- Oracle Order Management
- Oracle Inventory Management
- Oracle Process Manufacturing
- My Oracle Support
- Oracle On Demand

**Oracle Partner:****PYTHIS**[www.pythis.com/webpythis](http://www.pythis.com/webpythis)

## Masan Consumer Corporation Reduces Monthly Financial Reporting Time by 60%, Streamlines Inventory and Production Processes

“As a manufacturer of fast-moving consumer goods, there is constant pressure to deliver large numbers of products to the market as quickly and efficiently as possible. Oracle E-Business Suite, hosted by Oracle On Demand, makes it easier for us to focus on our core operations while streamlining our inventory and production processes to ensure we stay ahead of global competition.”

— **Tran Thi Phuong**, Business System Manager, Masan Consumer Corporation

Masan Consumer Corporation is a large, fast-moving consumer goods company based in Vietnam. It is part of Masan Group, one of Vietnam’s largest private sector companies, which builds, acquires, and manages businesses in several fast-growing areas of the country’s economy.

Masan Consumer Corporation manufactures and distributes food products, including soya, fish and chili sauces and instant noodles. Since its inception in 1996, the company has steadily grown its product portfolio, domestic sales, and distribution channels to establish a leading position in Vietnamese-branded food products.

Up until December 2007, Masan Consumer Corporation used a locally produced financial management system that required accounting staff to manually enter, review, and consolidate financial data. The company also lacked an integrated inventory management and manufacturing system to streamline its production line.

“We needed a system that would automate our financial management processes and improve manufacturing workflows by effectively managing stock levels and demand,” said Tran Thi Phuong, business system manager, Masan Consumer Corporation.

In mid-2006, Masan Consumer Corporation engaged Oracle Partner PYTHIS to deploy Oracle E-Business Suite modules, including Oracle Financials, Oracle Purchasing, Oracle Order Management, Oracle Inventory Management, and Oracle Process Manufacturing, to automate financial reporting, and improve financial, inventory management, and manufacturing processes. The company also took advantage of My Oracle Support to gain access to Oracle experts who provided regular system updates and assisted with system and configuration issues.

In May 2010, Masan Consumer Corporation purchased Oracle On Demand, a hosted service where the company’s Oracle E-Business Suite applications are managed at Oracle’s datacenter in Austin, Texas.

The Oracle On Demand team completes six-monthly application maintenance checks, providing critical patch updates and extended baseline patches. These regular Oracle E-Business Suite application updates reduce the risk of system failure and unplanned outages.

In keeping with its business continuity plan, Masan Consumer Corporation purchased Oracle’s Maximum Availability Option and has completed two successful cycles of disaster recovery testing to date.

“As a manufacturer of fast-moving consumer goods, there is constant pressure to deliver large numbers of products to the market as quickly and efficiently as possible,” said Thi Phuong.

“Oracle E-Business Suite, hosted under the Oracle On Demand service, makes it easier for us to focus on our core operations while streamlining our inventory and production processes to ensure we stay ahead of global competition.”

### **Closes Monthly Financials Faster with Better Reporting**

Oracle Financials has reduced the time it takes for Masan Consumer Corporation’s accounts staff to compile month-end financial reports. Staff is able to consolidate profit and loss reports for the company’s seven branches across Vietnam and close monthly financial reports about 60% faster.

“Our month-end financial reports are closed in about six days, compared to more than 12 days previously,” said Thi Phuong. “We no longer need to manually import data from multiple departments.

“Our managers use the centralized system to easily gain instant access to financial data at any time, enabling them to create and analyze reports to make more informed business decisions, such as the best geographies to market certain products,” said Thi Phuong. “This also provides our investors with certainty that our financial information is as accurate as possible.”

### **Generates Inventory Reports Faster**

Masan Consumer Corporation uses Oracle Inventory Management, Oracle Purchasing, and Oracle Order Management to improve its supply chain planning and management activities.

The integrated system enables production staff to easily check inventory levels of raw materials—such as the ingredients used to create sauces and other food products—as soon as the relevant data is fed directly from Oracle Purchasing.

Stock levels are updated on a real-time basis, providing staff with quick and easy access to consolidated, enterprisewide inventory information.

“Oracle Inventory Management provides production staff with a complete view of the types of food products and quantity of raw materials available at any given time, and it streamlines our production processes while eliminating waste,” said Thi Phuong. “This indirectly helps us maintain our revenue stream and increase our profitability.”

Managers can easily create a single inventory report quickly rather than spending hours collating information from multiple stock reports.

“The ability to quickly identify low stock levels has also improved our production planning, ensuring we can easily meet our customers’ requirements,” added Thi Phuong. “The online system also enables us to automatically generate invoices, significantly reducing the time it takes to deliver products to our customers.”

### **Improves Manufacturing Process**

Masan Consumer Corporation uses Oracle Process Manufacturing to streamline production planning. The system provides production staff and their managers with fast access to data relating to the formulation for more than 100 sauces and noodle products while maintaining control over product quality, regulatory requirements, and production costs.

“Our product managers have quick access to manufacturing information and are able to review products coming out of our production line every day and effectively plan for further production runs,” said Thi Phuong. “This streamlined process has enabled Masan to increase productivity, and reduce time and resources to collect manufacturing data.”

### **Cuts Application Failure Risk with Innovative Support Tools**

Oracle On Demand’s 24x7 support and the availability of the My Oracle Support portal provides the company’s system administration staff with around-the-clock support for Oracle E-Business Suite. The Oracle On Demand team manages the company’s servers and configures, patches, and monitors its applications.

“Our application performance reports are readily available online, and we can easily log and track service requests,” said Thi Phuong. “Oracle On Demand adheres to ISO 270001 and ISO 27002 security and compliance standards, which reduces security risks.

“Every six months, we complete an Oracle On Demand disaster recovery test to ensure we can meet our recovery point and time objectives. These tests can be completed without impacting our primary production systems. This is crucial because our business operates around the clock, and we can’t afford to have any downtime.

“With the Oracle On Demand service in place, we have had a low number of unplanned outages, and average system availability is 99.95%,” added Thi Phuong.

### **Challenges**

- Replace a locally produced financial management system that required accounting staff to manually enter, review, and consolidate financial data with a new enterprise resource planning (ERP) system
- Streamline raw material ordering, inventory management, and manufacturing processes for food products, such as sauces or instant noodles
- Obtain the latest servers to create a disaster recovery site, to safeguard against unplanned outages
- Recover applications quickly in the event of severe outages or server interruptions
- Engage skilled staff to maintain and monitor applications around the clock

### Solutions

- Engaged Oracle Partner PYTHIS to deploy Oracle E-Business Suite to automate financial reporting and streamline inventory management and production processes
- Compiled month-end financial reports 60% faster; completing them in approximately six days compared to more than 12 days previously
- Provided investors with certainty that financial data was as accurate as possible
- Streamlined production processes and eliminated waste by enabling production staff to easily view types of food products, ingredients, and quantity of raw materials available at any given time, which helped protect revenue and increase profitability
- Allowed managers to create inventory reports immediately rather than spend hours collating information from multiple stock reports
- Improved production planning and ensured the company could easily meet customer requirements by immediately identifying when stock levels were low
- Provided fast access to data relating to the formulation for more than 100 sauces and noodle products, while maintaining control over product quality, regulatory requirements, and production costs
- Increased productivity by streamlining processes, which reduced the time and resources required to collect manufacturing data for food products
- Gained around-the-clock support with Oracle On Demand and My Oracle Support, which allows IT administrators to directly communicate with Oracle experts
- Kept software up to date by receiving the latest critical system updates every six months, which minimized system vulnerability and unplanned outages
- Achieved average system availability of 99.95%, which is vital as the company operates around the clock

### Why Oracle

Masan Consumer Corporation chose Oracle E-Business Suite applications because they are tightly integrated and easy to use.

“Adding operational units and legal entities, and creating customized reports has never been easier,” said Thi Phuong. “Oracle E-Business Suite is a cost-effective and centralized system that meets our business requirements. In addition, Oracle On Demand makes it quick and easy to provision servers and storage capacity when required.”

### Implementation Process

Masan Consumer Corporation engaged Oracle Partner PYTHIS in June 2006 to implement Oracle E-Business Suite modules Oracle Financials, Oracle Purchasing, Oracle Inventory Management, Oracle Order Management, and Oracle Process Manufacturing.

Pythis assembled the test script, managed configuration issues, and provided end-user training. PYTHIS also worked with specialists from My Oracle Support to map out Masan Consumer Corporation's business processes and ensure the system was configured correctly, so it met the company's needs.

Masan Consumer Corporation also engaged Oracle to retrofit the company's customized Oracle applications, so they were compliant with Oracle's CEMLI framework, which are recommendations for how standard Oracle solutions could be modified.

"Without PYTHIS' help, we wouldn't have been able to complete this project in such a tight timeframe," Thi Phuong said.

The deployment was completed in December 2007 and the system went live in January 2008.

**Oracle Customer:****Metropolitan Housing Partnership**

London, United Kingdom

www.mhp-online.co.uk

**Industry:**

Public Sector

**Employees:**

2,400

**Oracle Products & Services:**

- Oracle On Demand
- Oracle Technology On Demand
- Oracle E-Business Suite On Demand
- Oracle iSupplier Portal On Demand
- Oracle E-Business Suite Release 12
- Oracle Financials
- Oracle Procurement
- Oracle Business Process Analysis Suite
- Oracle User Productivity Kit
- Oracle Business Intelligence Enterprise Edition

## Metropolitan Housing Partnership Moves to Cloud to Reduce Risk and Improve Stability, Performance, and Flexibility

“We evaluated several hosting providers, but Oracle’s consultative approach and ability to manage our entire technology stack on a single platform, combined with the outstanding levels of support and guidance we received at every stage, made Oracle the obvious choice.”

— **Patrick Walsh**, IT Director, Metropolitan Housing Partnership

Metropolitan Housing Partnership (MHP) is a network of locally focused member organizations working together to provide housing, regeneration, community care, and support services to more than 80,000 customers. Its member organizations manage more than 35,000 affordable homes for rent and sale in London, Cambridgeshire, the Midlands, and South Yorkshire. MHP is one of the top 15 largest housing partnerships in the United Kingdom.

MHP wanted to benefit from the latest Oracle E-Business Suite applications to cut customizations and interfaces, and to outsource the management of its entire technology environment.

Using Oracle On Demand and Oracle Technology On Demand, MHP has been able to cut risk and complexity, strengthen change control while building a scalable platform for future growth, and reduce cost of ownership in the longer term.

### Challenges

- Consolidate Oracle and in-house developed solutions in addition to specialist property, rental, and tenant management systems on a single technology platform to improve stability and performance, reduce risk, enforce proper change control governance, and cut system maintenance and support costs
- Minimize the customizations, workarounds, and manual processes needed to manage value-added tax (VAT) amounts levied on rental income, repairs, routine maintenance, and other ancillary expenditures related to the housing sector
- Free up internal IT resources to reduce time for patching and upgrades
- Gain the ability to rapidly scale the infrastructure up or down, in line with changing business needs; launch new functionality whenever required by users or customers; and incorporate changes in government regulations pertaining to the housing sector

### Solutions

- Implemented Oracle E-Business Suite Release 12, replacing the organization’s legacy Oracle E-Business Suite environment, to consolidate business processes and standardize on a single suite of up-to-date, best-practice financial, human resources, and procurement applications running in a single Oracle Database environment
- Switched from on-premise management to Oracle On Demand to benefit from the unrivaled stability, availability, scalability, and flexibility offered by an integrated, vendor-managed suite of solutions built on Oracle’s hardware stack

- Benefited from new capabilities in Oracle E-Business Suite Release 12 to enhance sub ledger functionality and automate managing the various VAT levies, which helped cut process cycle times, eliminate customizations, and reduce the number of interfaces required
- Supplemented instructor-led user training for Oracle and nonOracle applications with an online learning environment and suite of training tools built using Oracle User Productivity Kit, set to deliver long-term cost savings and improve access to training
- Streamlined paying subcontractors, such as plumbers, electricians, and builders, using Oracle iSupplier and benefited from the security offered by Oracle On Demand to give suppliers' online access to MHP's systems without the need for additional firewalls
- Began to deploy Oracle Business Intelligence Enterprise Edition and used the many of out-of-the-box financial and human resources (HR) reports, to monitor key performance indicators, including staff turnover, contract leakage, and debtor days
- Built a management reporting environment using Oracle Business Intelligence Enterprise Edition and created foundations for delivering daily dashboards and drill-down capabilities to 75 decision-makers
- Capitalized on outsourcing to Oracle's hosted cloud platform to enable IT teams and managers to focus on leveraging technology assets for business value instead of day-to-day maintenance and support
- Migrated a third-party document management system, used to scan and store tenancy agreements, details of rental payments, and maintenance records on each property, to Oracle Technology On Demand and made preparations to migrate property management solution in 2012
- Used Oracle Business Process Analysis Suite to model, configure, and document business processes and establish governance around change to avoid unauthorized development
- Benefited from Oracle's stringent change management procedures for customers' hosted environments to enforce process governance and approval through MHP's designated change approvers before configuring, patching, or upgrading both Oracle and nonOracle applications
- Gained flexibility to scale infrastructure and gain new capabilities at the speed of business demand
- Estimated that outsourcing to Oracle on Demand and Oracle Technology On Demand to deploy a cloud solution on an integrated platform will save 30%, compared to the cost of operating a similar facility in house

**Oracle Customer:****Morpho Detection, Inc.**

Newark, CA

[www.morpho.com/detection](http://www.morpho.com/detection)**Industry:**

Professional Services

**Annual Revenue:**

US\$100 to US\$500 Million

**Employees:**

800

**Oracle Products & Services:**

- Oracle Financials On Demand
- Oracle Order Management On Demand
- Oracle Advanced Supply Chain Planning On Demand
- Oracle Project Contracts On Demand

**Oracle Partner:****PwC**[www.pwc.com](http://www.pwc.com)

## Morpho Detection, Inc. Looked to Cloud Services to Save Approximately US\$500,000 with Rapidly-Deployed, Secure, Cost-Accounting-Compliant Enterprise Applications

“Working with Oracle and being in the cloud has minimized the need to build a database infrastructure and support team to run our ERP system. With Oracle’s reputation, world-class security, and disaster recovery capabilities, I am able to entrust the management of a key asset and focus our efforts on other business priorities.”

— **Jeremy Avenier**, Chief Financial Officer, Morpho Detection, Inc.

Morpho, a high-technology company in the Safran group, is one of the world’s leading suppliers of identification, detection and e-document solutions. Morpho’s integrated systems and equipment are deployed worldwide and contribute to the safety and security of transportation, data, people, and countries.

Morpho Detection, Inc. (MDI), part of Morpho, is a leading supplier of explosives and narcotics and chemical, biological, radiological, and nuclear (CBRN) detection systems for government, military, air and ground transportation, first responder, critical infrastructure, and other high-risk organizations. Morpho Detection integrates computed tomography, Raman spectroscopy, trace (ITMS), mass spectrometry, X-ray and X-ray diffraction technologies into solutions that can make security activities more accurate, productive, and efficient. Morpho Detection’s solutions help to protect people and property the world over.

In September 2009, Morpho acquired an 81% stake in General Electric Company’s Homeland Protection business, which was later renamed MDI. This acquisition required MDI to build an entire IT department, including the network infrastructure to support 900 computers and 600 mobile devices. To accomplish this task, MDI worked with Oracle partner PriceWaterhouseCoopers (PwC) to deploy a new enterprise resource planning (ERP) system using Oracle E-Business Suite On Demand hosted by Oracle Managed Cloud Services. The company went live with the implementation of this ERP system in less than five months, enabling it to ensure business continuity by establishing a compliant framework and to participate in the bidding process for several important government contracts.

MDI counts the United States government among its most important customers. As such, the company must ensure that its enterprise systems meet not only stringent security requirements but also comply with government accounting and reporting standards.

With Oracle E-Business Suite On Demand, MDI met both of these requirements. Oracle Financials applications are cost-accounting standards (CAS) compliant, and they can track and report expenses for government billing and documentation at the lowest possible level—including 15-minute time increments. In addition, the new environment is stable and secure, which is essential, since MDI handles sensitive business and financial information for many of its clients. Further, by hosting its ERP environment with Oracle Managed Cloud Services, the company did not have to hire additional database administrators and other IT personnel to deploy and maintain the system, saving costs while ensuring consistent maintenance, disaster recovery capabilities, and streamlined upgrades for its future operations.

### Challenges

- Develop a cloud-based ERP environment to manage key financial and order management applications to support the security and safety products business while minimizing investment and future support costs
- Implement the new ERP environment rapidly to ensure business continuity after the company was acquired, and enable it to compete for several important US government contracts for detection systems
- Reduce the number of customizations in the ERP environment, which numbered in the tens of thousands in the legacy system, to streamline upgrades, integration, and IT management
- Ensure continued compliance with key government accounting procedures, such as CAS, as MDI counts the US government among its most important clients
- Maintain strict security procedures, as the company delivers public safety equipment—such as explosives, narcotics, and chemical detection systems—to the US government and other clients, and possesses sensitive client financial and business information

### Solutions

- Saved approximately US\$500,000 on capital expenditures and IT human resources costs
- Implemented Oracle E-Business Suite On Demand in less than five months, which is 70% faster than the estimated time typically required for this type of initiative, by using Oracle's managed cloud services—enabling the company to participate in the bids for several major US government contracts
- Ensured and streamlined CSA compliance, making the process more efficient
- Implemented Oracle Projects and made it the center of MDI's ERP environment to ensure efficient financial information flows and facilitate capture of expense data at the lowest possible level—including 15-minute time increments—to support government contracting requirements
- Replaced legacy systems that had manual compliance procedures with an automated solution to reduce potential accounting errors
- Deployed a critical maintenance program to ensure information security and proper software certification levels, as the company handles sensitive, US government and public safety information, as well as credit card and other financial data for clients
- Gained the ability to support very large projects and initiatives because Oracle E-Business Suite On Demand enables MDI to securely outsource some transaction processing to third-party partners
- Achieved near-100% availability for the ERP environment. Reduced the number of customizations in the ERP environment by 70%, providing MDI with more flexibility and fewer technical obstacles, as it looks to expand or upgrade its IT footprint in the future

### **Implementation Process**

Time is money when dealing with government contracts, and MDI had a six-month timeline to build out a new IT infrastructure. MDI and PwC established development modules to test the new solution without impacting the production environment and to ensure stability during the cut over to the new system. Ultimately, the implementation took less than five months to complete, with virtually no negative impact on operations.

### **Partner**

“PwC brings extensive expertise in government accounting compliance and Oracle solutions,” said Jeremy Avenier, chief financial officer, Morpho Detection, Inc. “It was imperative that our processes mirror government policies, so it was critical that our Oracle investment allowed us to match the government’s requirements. With PwC’s help, we deployed a project module that is CAS compliant in just a few months, which is a remarkable achievement.”

**Oracle Customer:****Take-Two Interactive Software, Inc.**

New York, NY

www.take2games.com

**Industry:**

Media and Entertainment

**Annual Revenue:**

US\$1 to US\$5 Billion

**Employees:**

2,220

**Oracle Products & Services:**

- JD Edwards EnterpriseOne  
On Demand
- JD Edwards EnterpriseOne  
Financials 9.0
- JD Edwards EnterpriseOne  
Production and Distribution Planning  
9.0
- JD Edwards EnterpriseOne  
Manufacturing – PDM 9.0
- Oracle Hyperion On Demand
- Oracle Hyperion Financial Data  
Quality Management
- Oracle Essbase

## Take-Two Interactive Software, Inc. Ensures High Availability for Enterprise Applications and Optimizes Internal IT Resources with Hosted Platform

“The greatest thing about Oracle’s On Demand managed cloud services is that we no longer have to worry about the performance and availability of our JD Edwards EnterpriseOne environment. It is like a dial-tone; we expect and know that it is available around the clock.”

— **John Hinkle**, Chief Information Officer, Take-Two Interactive Software, Inc.

Headquartered in New York City, Take-Two Interactive Software, Inc. is a leading developer, marketer, and publisher of interactive entertainment for consumers around the globe. The company develops and publishes products through its two wholly-owned labels, Rockstar Games and 2K, which publishes its titles under the 2K Games, 2K Sports, and 2K Play brands. Its products are designed for console systems, handheld gaming systems, and personal computers, including smart phones and tablets. They are delivered through physical retail, digital download, online platforms, and cloud streaming services.

Take-Two Interactive Software has grown rapidly in recent years, posting a 49% increase in revenue for fiscal year 2011. To help it achieve sustained growth, the company focuses on its core mission of producing creative interactive entertainment while leveraging outside resources to manage administration and support services, such as managing its enterprise applications.

Take-Two Interactive Software first moved to a hosted enterprise resource planning (ERP) environment in 2008 when its on-premise JD Edwards EnterpriseOne environment in the Americas region was experiencing performance issues. The company faced a decision of scaling up, in house, to gain the resources required to manage the environment properly—which required an investment of upwards to US\$1 million dollars and almost a year to build the necessary skill set. Evaluating whether building in-house expertise would have delivered value to the organization as a whole, the company decided to move its JD Edwards EnterpriseOne environment to Oracle application hosting specialist WTS, now part of Velocity Technology Solutions.

A short time later, the company announced plans to move the headquarters of its European operations from Geneva, Switzerland, to London, England, and decided to pursue a hosted ERP strategy for its European JD Edwards EnterpriseOne instance, as well.

In 2010, the company upgraded to Oracle’s JD Edwards EnterpriseOne 9.0 and migrated from WTS to Oracle’s On Demand managed cloud services. It also migrated its internally run Oracle’s Hyperion environment to Oracle’s hosted environment in 2011.

### Challenges and Solution

Take-Two Interactive Software has gained several important benefits from Oracle’s managed cloud services, including a more stable IT environment. Previously, the company’s ERP system experienced issues on a weekly basis. Now outages are extremely rare, with availability exceeding 99.9%. The company rests assured that the system is maintained by JD Edwards EnterpriseOne experts, with timely patching and management. In addition, upgrades are timely and seamless.

With Oracle's managed cloud services, Take-Two Interactive Software receives high-quality service and can eliminate the internal burden of managing its ERP environment, ultimately enabling the IT team to focus on other business priorities. By making the move to a hosted environment, Take-Two Interactive Software's IT team has reallocated headcount to focus on business analysis, and can drive forward other projects that add value to the organization.

For example, the company was able to consolidate its distribution environments in the United States and Canada, and drove efficiencies in staffing and resources around order and customer service management, since it no longer had to devote significant resources and focus on day-to-day management of its ERP environment.

Further, using the managed cloud services delivered by Oracle Cloud Services, Take-Two Interactive Software has laid a foundation and has a project underway for achieving a single instance of JD Edwards EnterpriseOne across global operations.

Oracle Cloud Services has also delivered significant value to the company's Hyperion environment. For example, when it migrated data from its Microsoft SQL Server Database to Oracle Database for transitioning the Hyperion environment to Oracle's managed cloud services, Take-Two Interactive Software encountered several challenges. Oracle Cloud Services worked side-by-side with Oracle development and application teams to make the databases work together. As a result, Oracle demonstrated that its various teams can come together to achieve a common goal.

**Oracle Customer:****TMEIC Corporation**

Roanoke, VA

www.tmeic.com

**Industry:**

High Technology

**Employees:**

350

**Oracle Products & Services:**

- Oracle E-Business Suite On Demand
- Oracle Financials On Demand
- Oracle Inventory Management On Demand
- Oracle Projects
- Oracle Purchasing On Demand
- Oracle Human Resources On Demand
- Oracle Time and Labor On Demand
- Oracle Advanced Benefits On Demand
- Oracle Internet Expenses On Demand
- Oracle Assets
- Oracle CRM On Demand
- Oracle Beehive

## TMEIC Corporation Deploys Oracle Cloud Services to Support Global Operations with Improved Engineering Project Visibility

“Oracle E-Business Suite On Demand delivered an ERP solution that is cost-effective and flexible, meeting the needs of our growing organization.”

— **John Slaski**, Director, Information Technology, TMEIC Corporation

TMEIC Corporation designs and develops advanced automation and drive systems for industrial applications, specializing in serving the metals, oil and gas, mining, and material handling industries as well as utilities and other industrial markets. TMEIC Corporation, which has employees on five continents, has operations in Spain, Turkey, the United Kingdom, the United States, and a wholly-owned subsidiary in India.

The company had relied on a legacy enterprise resource planning (ERP) environment that it used when it was part of a larger parent organization. As the system was designed specifically for a manufacturing-based business as opposed to an engineering-focused organization, TMEIC Corporation found it difficult to gain visibility into all aspects of its projects—including scheduling, expenses, and staff time. The company needed timely access to essential information from applications across the enterprise—but trying to manage inconsistent data from separate systems was hindering its business performance.

### Challenges

- Deploy an ERP system that meets the needs of an engineering-focused, project-based technology company, as opposed to a manufacturing-focused organization
- Gain greater visibility into project costs to enable more accurate pricing and billing for the company’s specialized and customized automation and drive systems
- Deploy a CRM system that enables groups across the globe to better coordinate sales activities with customers and provides expanded reporting capabilities
- Gain the agility and insight required to support moves into new regions and segments, such as material handling in ports
- Continue to provide employees with “big-company” applications—that include multi-language and multi-country functionality—to which they had been accustomed when the company was part of a larger organization
- Control IT management costs

### Solutions

- Deployed Oracle E-Business Suite On Demand to create a highly available, scalable, and reliable IT infrastructure to support the company’s global operations
- Provided visibility into all aspects of project management—including costs and expenses—to ensure on-time and on-budget delivery of engineering-based automation and drive projects
- Gained the ability to accurately determine profit margins on each project and identify potential roadblocks—like schedule or budget slippage—in advance to avoid overruns and delays

- Equipped TMEIC Corporation to keep track of a multi-national workforce, for whom the company has to manage diverse benefits, such as those for U.S. residents, third-party nationals, and others
- Enabled the company to close its monthly financial books in just half a day
- Expanded visibility into the company's financial and human resources operations, driving more informed decisions, and laid the groundwork to deploy recruiting and talent management functionality in the future
- Deployed Oracle CRM On Demand, replacing its existing CRM tool, to improve day-to-day sales reporting as well as help the company produce merged sales reports across regions, which it was not able to do with its legacy system
- Gained the ability to more accurately forecast the sales pipeline and probabilities, and collaborate more efficiently with sales teams and partners around the world
- Provided management with greater visibility across markets and channels through improved reporting
- Gained a cost-effective, flexible solution that enabled the company to maintain streamlined operations while driving growth into new business sectors, such as material handling in ports
- Used Oracle Beehive and Oracle E-Business Suite On Demand to quickly and cost-effectively roll out the robust collaboration capabilities as well as sophisticated enterprise applications to which TMEIC employees had been accustomed when they were part of a larger parent organization
- Ensured timely IT management and freed internal IT resources to focus on organizational priorities, such as developing quoting and pricing systems tailored to the company's unique market which sells specialized equipment and services for steel mills, ports, oil and gas production, mining, and other industrial clients.
- Reduced IT management costs by 30% per year and ensured predictability with a hosted solution

**Oracle Customer:**

**Toshiba America Nuclear Energy Corporation (TANE)**

Charlotte, NC

[www.toshiba.com/tai](http://www.toshiba.com/tai)

**Industry:**

Engineering and Construction

**Employees:**

77

**Oracle Products & Services:**

- JD Edwards EnterpriseOne
  - Financials 9.0 On Demand
  - Procurement and Subcontract Management 9.0 On Demand
  - Project Costing 9.0 On Demand
  - Contract and Service Billing 9.0 On Demand
- Oracle Consulting
- My Oracle Support

**Oracle Partner:**

**Infosys Limited**

[www.infosys.com](http://www.infosys.com)

## Toshiba America Nuclear Energy Corporation (TANE) Re-engineers Business Processes and Deploys Cloud-Based Enterprise Application Infrastructure in Months

“Oracle’s JD Edwards EnterpriseOne applications hosted by Oracle Managed Cloud Services gives us a robust and highly available enterprise application platform on which we can grow rapidly. We have confidence knowing that Oracle can provide the infrastructure we need, when we need it, freeing us from significant capital investment.”

— **Ted Pichalski**, Director, Information, Technology, Toshiba America Nuclear Energy Corporation (TANE)

Toshiba America Nuclear Energy Corporation (TANE), established in 2008, is the subsidiary of Toshiba that promotes advanced boiling water reactor (ABWR) nuclear plant design, engineering, project control, and construction planning, primarily in North America. TANE also provides operations and maintenance support for existing boiling water reactor (BWR) nuclear power plants in North America.

Initially, the Toshiba operating division used manual, spreadsheet-based systems to manage its business processes, including accounting and financial reporting. The company knew for future growth it needed to roll out a more formal and validated enterprise resource planning (ERP) environment to standardize and accelerate processes, extend visibility across the enterprise, allow for scalability, and ensure compliance with Sarbanes-Oxley segregation of duty requirements.

TANE chose Oracle’s JD Edwards EnterpriseOne as its ERP platform and selected Oracle Managed Cloud Services to host the environment.

In choosing a hosting partner, the company compared Oracle Managed Cloud Services costs and capabilities to those of Toshiba’s shared services environment, which runs Oracle E-Business Suite.

With JD Edwards EnterpriseOne hosted by Oracle Managed Cloud Services, TANE gained a robust, cost-effective, and highly available enterprise application foundation that will support the company’s growth.

**Challenges**

- Implement an ERP system to automate and integrate core business processes, and provide controls that enable TANE to consistently and accurately record financial data
- Ensure a cost-effective solution for the new enterprise, enabling it to apply additional capital to priorities that are central to the company’s core nuclear power engineering, construction, and management business
- Deploy an ERP system that provides high levels of security as well as segregation of duty capabilities required for Sarbanes-Oxley compliance
- Provide 24/7 support for business-critical systems, a challenge for the new company’s small IT team. Deploy the new environment rapidly to support ramped up business activities

## Solutions

- Selected JD Edwards EnterpriseOne On Demand applications hosted by Oracle Managed Cloud Services as the company's ERP foundation, gaining a robust, secure, and cost-effective infrastructure-supported 24/7-on which to grow the Toshiba nuclear engineering and construction subsidiary
- Selected Oracle Managed Cloud Services over Toshiba's internal shared services center, which had core expertise in Oracle E-Business Suite applications, as opposed to JD Edwards EnterpriseOne solutions
- Gained access to deep JD Edwards EnterpriseOne expertise from the company that develops the applications
- Ensured secure, encrypted connectivity to an SAS 70 certified data center as well as disaster recovery capabilities to protect TANE's intellectual property, including information on its nuclear power plant customers and projects
- Introduced best practices for financial management, procurement, job costing and billing, and more to optimize return on investment, replacing manual business processes that were effort-intensive and disjointed and prevented enterprise visibility
- Eliminated the need for capital investment in IT infrastructure and accelerated time to deployment with a managed cloud services approach
- Went live in seven months, taking a full month to conduct business-process engineering to optimize benefits of the company's new enterprise applications
- Provisioned the first JD Edwards EnterpriseOne environment in just three weeks
- Gained the ability to close financial books in just two days versus one-and-a-half-weeks with the legacy system
- Chose JD Edwards EnterpriseOne applications as the company's ERP foundation over competing suites, since JDE is an engineering and construction industry standard with a core capability with strengths in project costing and integration with Primavera
- Benefitted from intrinsic security built into JD Edwards EnterpriseOne applications, which enable TANE to set segregation of duties controls out of the box without the need for separate management software
- Leveraged the MyOracle Change Management program, which provides a controlled production environment, to further streamline compliance with regulatory requirements, such as Sarbanes-Oxley
- Benefitted from the solution's value-added service following the 2011 Japan earthquake, when Oracle Managed Cloud Services delivered additional resources to help the company keep in-house IT operations up and running during a critical time when many TANE employees went to Japan to provide support for damaged nuclear power facilities

### Why Oracle

TANE selected Oracle Managed Cloud Services to host its JD Edwards EnterpriseOne applications for several reasons, according to said Ted Pichalski, director, information, technology, Toshiba America Nuclear Energy Corporation.

“We had four proposals from implementation providers, and every one of them recommended Oracle Managed Cloud Services for our JD Edwards EnterpriseOne deployment. Who better to run and manage the applications than the company that develops them? We can streamline support and maximize our access to the experts,” Pichalski said. “We also needed to go live quickly, and discovered that no one could provision the environment faster than Oracle Managed Cloud Services.”

### Implementation Process

TANE established a six-month implementation timeline. It provisioned the first environment in just three weeks, and went live in seven months. The company extended the timeline to work with Oracle Consulting on business-process engineering, which would optimize return on the company’s ERP investment.

The implementation team included representatives from TANE, Oracle Managed Cloud Services, Oracle Consulting, and Infosys Limited. Several factors contributed the initiative’s success, including participation of the Oracle Managed Cloud Services dedicated service delivery manager in twice-weekly project meetings. The dedicated service delivery manager helped to expedite service and educate the team.

### Partner

Infosys Limited provided development expertise and configuration support for the implementation, with its team acting as an extension of TANE’s staff.

“Most consultants want to work Monday through Thursday. The Infosys team was on site Monday through Friday each week and was even available on weekends. In addition to their dedication, the consultants’ strong knowledge of JD Edwards EnterpriseOne and the nuclear energy construction and management industry positioned us to get the most from our JD Edwards EnterpriseOne applications. The combination of Infosys and Oracle Consulting delivered the best possible expertise to our project,” Pichalski said.

**Oracle Customer:****Whirlwind Steel Buildings, Inc.**

Houston, TX

www.whirlwindsteel.com

**Industry:**

Industrial Manufacturing

**Annual Revenue:**

US\$100 to US\$500 Million

**Employees:**

250

**Oracle Products & Services:**

- Oracle Financials On Demand
- Oracle Project Management On Demand
- Oracle Order Management On Demand
- Oracle Discrete Manufacturing On Demand

**Oracle Partner:****SmartDog Services**

www.smartdogservices.com

## Whirlwind Steel Buildings, Inc. Cuts Inventory Carrying Costs and Ensures Fiscal Precision with Cloud-Based Enterprise Resource Planning

“Oracle E-Business Suite On Demand, delivered through Oracle Managed Cloud Services, has dramatically improved the efficiency, control, and profitability of our complex, engineer-to-order metal building projects. We’ve experienced tangible financial results with this implementation.”

— **Ty Sturdivant**, President, Whirlwind Steel Buildings, Inc.

Whirlwind Steel Buildings, Inc. is one of the largest manufacturers of pre-engineered metal buildings and metal building components for the agricultural, commercial, governmental, industrial, institutional, residential, and self-storage markets. Founded in 1955, Whirlwind’s diverse product lineup includes metal building systems, metal building components, and the recently added solar energy systems division. The company, focused on quality, innovation, and value, has manufacturing facilities in Texas, Oklahoma, Minnesota, and Georgia.

Whirlwind’s enterprise resource planning (ERP) system consisted of a number of home-grown systems, making it difficult to properly track costs and production—which is essential in the price-competitive, pre-engineered-structure market. As important, the company needed to accurately track inventory to reduce carrying costs that have a direct impact on the bottom line. Whirlwind also wanted to accurately track all labor costs incurred for each project and to reduce expenses through enhanced accounting procedures and lower borrowing costs.

After reviewing a number of ERP systems, Whirlwind Steel Buildings implemented Oracle E-Business Suite On Demand, delivered through Oracle Managed Cloud Services. With Oracle E-Business Suite On Demand serving as the foundation for its ERP system, the company can acquire more information regarding customer demand, deliveries, and manufacturing. Specifically, Whirlwind Steel Buildings improved inventory management and reduced inventory carrying costs. In addition, the new system enabled cost tracking for more than 1,000 projects annually, helping to proactively identify any projects in danger of going over budget. Further, by hosting Oracle E-Business Suite in the Oracle cloud, the company has reduced IT costs and ensured 24-hour support.

Whirlwind Steel Buildings receives constant system updates from Oracle and Oracle Partner SmartDog services.

**Challenges**

- Improve inventory management to reduce inventory carrying costs—which have a direct impact on the bottom line and include as much as US\$25 million worth of steel—and ensure prompt delivery of pre-engineered structures
- Monitor financial figures more closely, meet stringent, construction-industry reporting requirements, and reduce costs through more accurate accounting procedures
- Track all labor costs incurred for each project—such as manufacturing pre-engineered steel commercial, residential, and government buildings—accurately
- Ensure low maintenance costs, continuous availability, and efficient system upgrades

### Solutions

- Implemented Oracle E-Business Suite On Demand to optimize inventory tracking, helping to reduce inventory carrying costs
- Created project templates to support the unique needs for 80 users and each line of business, including agricultural, commercial, industrial, residential, and recreational operations
- Enabled tracking of all costs for more than 1,000 engineering and fabrication projects each year, facilitating identification and management of projects in danger of going over budget or missing deadlines
- Monitored contract labor costs more effectively by allocating a standard project or task number for engineering and contract labor, to enable the system to automatically account for the cost of contractor's return
- Enhanced freight cost accounting and tracking—for more than 75,000 metric tons of steel building products shipped each year—with automatic data transfers from Oracle Financials to Oracle Projects
- Improved efficiency by automatically populating project and task numbers in complex orders—many with 500 to 600 lines
- Maintained adherence to generally accepted accounting principles in the construction industry, which vary from conventional requirements, while enabling Whirlwind to obtain credit at competitive rates to maintain and grow its position in the marketplace, even in challenging economic times
- Used Oracle Managed Cloud Services to host the new ERP solution, enabling Whirlwind to maintain minimal, in-house IT staff while ensuring almost 100% availability, 24 hour support, and world-class maintenance

### Partner

As Whirlwind Steel Buildings does not have any in-house Oracle support, it works with Oracle Partner SmartDog Services to ensure efficient system maintenance and upgrades when necessary, as well as to run query reports.

**Oracle Customer:****Whitbread plc**

United Kingdom

www.whitbread.co.uk

**Industry:**

Travel and Transportation

**Annual Revenue:**

US\$1 to US\$5 Billion

**Employees:**

40,000

**Oracle Products & Services:**

- Oracle Financials On Demand
- Oracle Procurement On Demand
- Oracle Purchasing On Demand
- Oracle Consulting

## Whitbread plc Boosts Global Growth with a “Build-Once, Deploy-Everywhere” Hosted Financial Solution

“Oracle’s managed cloud services helps us capitalize on growth opportunities globally with a low-cost, easy to manage, best-of-breed financial management solution that can be replicated for all joint venture initiatives and local partnerships.”

— **Bob Wilde**, Head of International Systems, Whitbread plc

Whitbread plc, the United Kingdom’s largest hotel and restaurant group, serves 11 million customers each month at its 2,000 outlets. The company’s key brands include Premier Inn—the U.K.’s largest hotel chain with 48,310 rooms—and Costa Coffee—one of the country’s biggest coffee shop businesses, with 1,375 stores. Whitbread’s strategy is to grow shareholder value by doubling in size over five years through equity, joint ventures, and partnerships in the United Kingdom and overseas.

Whitbread needed to develop and rapidly deploy a scalable, affordable, best-practice financial management system, while eliminating the need for a large, up-front technology investment. The company wanted to roll out new joint ventures globally as part of its “Whitbread out of the box” strategy. In addition, Whitbread wanted to minimize start-up overhead for joint venture partners by building a world-class financial solution that is cost neutral.

Whitbread commissioned Oracle Consulting to create a global, replicable financial management blueprint using Oracle’s managed cloud services—and applications, such as Oracle Financials On Demand, Oracle Procurement On Demand, and Oracle Purchasing On Demand. Oracle’s expertise, commitment, and flexibility enabled Whitbread to deploy a solution in 12 months and go-live for each new venture within four months. With the implementation, Whitbread acquired robust and accurate financial data to support business decision-making. The company can now better analyze profitability at a property location and country levels, and understand key metrics—such as labor, food, drink margins, and utility costs—to support its business growth decisions.

To ensure consistent global support and service levels while gaining the scalability to manage growth in user numbers, Whitbread outsourced its solution management to Oracle’s managed cloud services. By outsourcing solution management, Whitbread benefitted from predictable per-user costs without needing an upfront investment, reducing cost of ownership for its financial solutions by 20% over eight years.

### Challenges

Whitbread plc chose Oracle’s managed cloud services—such as Oracle Financials, Oracle Procurement, and Oracle Purchasing—to realize predictable, per-user costs without the need for upfront investment. The solutions also enable Whitbread to optimize system performance through regular upgrades, refreshes, and patch downloads.

Whitbread used Oracle Consulting’s expertise and extensive overseas resources to further reduce costs. In addition, Oracle’s flexibility enabled Whitbread to build a template capable of meeting statutory financial requirements for countries as diverse as India, China, and the Middle East with minimal customization.

“Oracle’s managed cloud services are highly reliable and easy to maintain and support. We now have absolute confidence in our infrastructure, back up, and patching. The new system also simplifies user implementation in new markets, enabling us to deliver consistent service internationally,” said Bob Wilde, head of international systems, Whitbread plc.







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**Hardware and Software, Engineered to Work Together**

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