



Deloitte  
Milan, Italy  
www.deloitte.com

#### Industry:

Professional Services

#### Annual Revenue:

US\$20 billion

#### Employees:

2,500

#### Oracle Products & Services:

JD Edwards EnterpriseOne  
Financial Management  
Distribution  
Supply Chain Management  
Human Capital Management  
CRM Foundation  
Sales Force Automation

#### Oracle Partner:

Deloitte XBS  
www.deloitte.it

**“The flexibility of Oracle’s JD Edwards EnterpriseOne permitted greater efficiency in business processes, minimizing the complexity of change management involved in the introduction of the new information system.”**

Adriano Camnasio, Chief Information Officer, Deloitte Italy

### Deloitte Improves Operational Efficiency, Flexibility with Integrated Enterprise IT Infrastructure

Deloitte offers traditional audit and fiscal-oversight services from some 70 member firms in more than 140 countries, including Italy. It also provides human resources, tax, and technology services, as well as services to governments and lending agencies working in emerging markets. Deloitte is Italy’s largest provider of enterprise services and has operated in the country since 1923.

#### Challenges

- Implement an integrated enterprise resource management system that enhances operational efficiency while maintaining existing organizational models where possible
- Adopt a dependable, robust, and easily manageable solution
- Protect IT investment with a system that continues to provide enhancements
- Integrate a flexible system capable of adapting to the company’s needs and supporting its growth
- Enhance reporting with streamlined processes and more consistent data
- Manage project profitability, considered a central element in 12 company’s business model

#### Solution

- Implemented Oracle’s JD Edwards EnterpriseOne applications to create an integrated enterprise infrastructure for financial, human resources, and customer relationship management
- Minimized the complexity of change management involved in the introduction of the new information system by providing a flexible platform
- Leveraged Oracle Partner Deloitte XBS’s expertise in the Oracle environment to implement a new system that was easy to manage and maintain
- Automated numerous routine tasks with the new system, including, freeing up resources for assignment to priority initiatives
- Participated in Oracle’s collaborative engagement process (CEP) to facilitate problem-solving