MANUFACTURER ACHIEVES SEAMLESS MANAGEMENT AND OPTIMIZED EFFICIENCY ACROSS 18+ PLANTS

Infolob provides long-term Oracle E-Business Suite managed services in an offshore, expert-support model to help its manufacturing industry leader client save on operational costs while scaling business and integrating external apps confidently.

Abstract

The expansive Oracle E-Business Suite platform covering a whole host of financial and supply chain management modules of this rapidly growing plastic product manufacturer needed a careful and confident caretaker after unsatisfactory results from a former 3rd-party Oracle support provider. Infolob's offshore, Oracle certified expert continue to handle the responsibilities admirably for several years now.

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Business Concerns

As a leading North American manufacturer of rigid plastic and metal packaging products that serve several industries including personal care, food, healthcare, and household – the Infolob client has a flourishing business with Oracle E-Business Suite (EBS) as its operational backbone.

The apps' suite covers multiple commercial research and development centres besides 18+ production plants, and survives on heavily customized solutions including Workday for HR, Taulia for Accounts Payable automation, and Blackline for financial reconciliation. These complexities make their reliable management mission critical and therefore, they needed a trusted partner with adequate expertise and experience.

Infolob's Diagnosis

The mixture of ISV apps with the full suite of Oracle EBS's financial and SCM modules desperately needed augmentation of the manufacturer's IT team to achieve proper maintenance. The EBS modules included Account Payable, Account Receivable, General Ledger, Cash Management, Fixed Assets, Purchasing, Inventory, Order Management, Shipping, Pricing, WIP, and Advanced Supply Chain Planning.

The complexity of business processes was challenging the customer in executing month end, quarter end, and year end activities as well as lacked data flow across the systems. More than 70,000 invoices were getting processed manually and needed automation.

> "Infolob has done a very good job in supporting on Oracle EBS environment. I would highly recommend them."
>
> *- Manager Oracle Solutions, Client*

Infolob's Solutions

Our experts followed trusted AMS support framework to seamlessly transition the support from the previous managed services provider in a structured manner via baselining, knowledge transitioning, KPI definition, secondary support, and transition to primary support. Global delivery model was utilized to expand the support beyond business hours at the same cost efficiencies.

Business Outcomes

For over four years now, the customer operates a seamless EBS environment with the help of Infolob's managed services that also includes roadmap planning and advisory services. It has overcome the month-end processing challenges with a standardized practice that enables closure within 1 day from earlier 3 to 5 days. Infolob also conducted delta trainings for business users to fill their gaps in the functional understanding of the implementation, which thereby resulted in elimination/containment of Level 1 incidents.

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