

Global Financial Services Company Reverses Oracle Applications Problems With Data Intensity

CASE STUDY Functional Service Desk Financial Services

Shortly after one of the world's leading investment firms employed one of the best-known Oracle professional services companies to upgrade its Oracle E-Business Suite (EBS) to R12.1.3, business analysts began complaining that several key business functions that had once run smoothly were underperforming badly in the post-upgrade environment.

Their Wall Street Systems (WSS) global corporate Treasury operation feed, a hedge fund feed, and a CONCUR expenses system were just three of more than 12 major third-party applications interfaced to the EBS that now ran so sluggishly that revenues were beginning to be impacted. An additional 14 interfaces were also underperforming and causing productivity issues.

Alarmed, and realizing that the service company lacked the depth of expertise to reverse the performance shortfall, the firm called off a planned integration of several third-party applications and turned to Data Intensity in early 2014 for help.

Challenges

Deep Dive Into Oracle Operations On-site Reveals Significant Coding and Best Practices Issues

Data Intensity's Functional Service Desk (FSD) went on-site for a week to establish a baseline for the situation and met directly with a business analyst in each group, including super users in finance, projects and reporting who were making entries and working with Oracle. As the FSD team "lifted the hood" on the EBS operations they determined conclusively that standard Oracle functionality was underutilized. The previous firm hadn't followed best practice and coding standards to link third-party applications to EBS. The result? Large volumes of concurrent requests were backed up and conflicting in areas like reporting, finance, exchange rates, Coupa, daily Treasury feeds and legal counseling. Twenty-six interfaces to Oracle applications were performing only marginally.

The FSD and internal teams created a triage list of key remediation tasks. They reviewed and analyzed concurrent requests and their run times, mapped out a fix for each and established a completion date.

Industry

Financial Services

Benefits

- Remediation Roadmap for Efficient Project Execution
- A Partner for Future Development Projects
- Expert EBS Integrations With 12 Third-party Applications
- Scalable Resources Act as an Extension to Your Team

Solutions

- Oracle EBS
- Data Intensity Discovery Services
- Data Intensity Integration Services
- Data Intensity Managed Services

Solutions

Functional Service Desk Remediates Applications

The team first turned to the Oracle Web Applications Desktop Integrator (ADI), which regularly had around 100,000 entries on a spreadsheet. It was being accessed hourly to upload AR, AP, and GL entries into Oracle or used as a reporting tool to pull the data back out, but after just 1,000 entries were processed, poor coding caused the uploads to stop. Users then spent up to eight hours processing 1,000 records at a time, diverting them from other work. Within two weeks of stepping in, FSD had fixed settings, ported the records, and streamlined data mapping to the Oracle APIs. Now, a 100,000-entry spreadsheet could be processed in well under an hour. Productivity skyrocketed.

The company's WSS feed was another issue. It was supposed to upload and create an hourly report representing incoming payments. But contention issues caused by several instances of inadequate workmanship stretched completion times to 90 minutes. Because the requests were running hourly, they stacked up as they competed for table time, and one would be lost while the next was updating records. After repairs to the code and improved balancing of the concurrent managers, average feed time dropped to just 10 minutes, and all data was available.

With so many concurrent request issues to deal with, some problems were set aside temporarily to make sure bigger pain points were addressed first. For instance, if it was early in the month, general ledger issues could be pushed out and still be fully operational in time for end-of-month or quarterly rollups. Simultaneously, the FSD team began to tackle several integration projects that had been delayed when ties with the previous service company were severed.

Results

All Issues on the List Fixed in Six Months

Within the first three months, the team had remediated nearly 10 different key interfaces with concurrent request issues. Within six months, they had dealt with all 26 interfaces on the list in areas like reporting, finance, Hedgesphere-to-Oracle integration, exchange rates, Coupa (which feeds vendor and chart of account information), invoicing, cross-validation rules, CONCUR, daily Treasury feeds, and more. Over the following months, the FSD team remediated 20 custom reports, increasing performance in about 90% of them.

Smooth Sailing With New Development Projects on Tap

At the end of six months, the FSD team continued on the job, managing the bulk of the company's exceptionally complex Oracle application environment and its many interfaces to third-party programs.

Part of the FSD team's success comes from working so closely with, and becoming an integral part of, the customers' internal team. FSD always rigorously tests solutions under development to make absolutely certain they work. It is very rare that any development changes are rolled back.

"We trust Data Intensity's Functional Service Desk based on what they did for us after the previous service vendor's Oracle upgrade, and our trust continued through every step along the remediation path," said a director of IT who works closely with the FSD team. "We're always coming up with new development projects, and we know the Data Intensity team has the talent to create solutions that grow with our business."

