

# Global Financial Services Company Reverses Oracle Applications Problems with Data Intensity

CASE STUDY  
Functional Service Desk  
EBS Managed Services

"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. We are 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."

– Director of IT

## About the Customer

One of the world's leading investment firms had just undergone an EBS upgrade to R12.1.3 from a well known Oracle professional services company when business analysts noticed key business functions from more than 12 major third party applications and an additional 14 applications interfaced to EBS were severely underperforming. The sensitivity of the matter put the company on a path that required quick, immediate help.

## Challenges

- 26 interfaces to Oracle were performing marginally.
- Post-upgrade there was no longer seamless operations between applications causing very slow reporting, productivity issues with employees and revenue shortfalls for the company.
- Remediation tasks were piling up daily.
- Large amounts of conflicting data was being backed up daily in areas like reporting, finance, exchange rates, Coupa, daily Treasury feeds and legal counseling.
- The company lacked in-depth knowledge and skills to fix the interface issues with Oracle EBS.

## Solutions

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

## Industry/Customer

Financial

## Customer Outcomes

- Worked with internal business analysts from each functional group to create a roadmap to fix all remediated issues including 20 custom reports.
- Deep functional and technical knowledge resulted in a timely turnaround:
  - In 2 weeks, a 100,000-entry spread sheet could be processed under an hour.
  - In 3 months, 10 interface applications were corrected.
  - Within 6 months all 26 interfaces were fixed.
- The Functional Service Desk (FSD) team continues to manage the complex Oracle application environment after the remediated project and a partner for new development projects.

## Key Partner Takeaways

Data Intensity is the largest independent managed services provider of enterprise databases, applications analytics and the cloud. Connecting technology and business needs, we work with your team to create customized roadmaps for your individual needs. Our expertise in infrastructure and platforms help organizations optimize their software investments and business processes to achieve higher availability, performance, velocity and scalability.