

# Major Manufacturer Optimizes Oracle Performance With Functional Service Desk

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– Director, IT

CASE STUDY  
Functional Service Desk  
Manufacturing Industry

A leading manufacturer of refrigerated food display cases used by supermarkets and convenience stores across the United States thrives on the challenge to efficiently build and sell superior-quality products that will work flawlessly for 15–20 years. But when the company was acquired, the IT team faced a severe challenge it couldn't handle internally: transitioning its Oracle® E-Business Suite (EBS) operations away from the previous owner's IT infrastructure.

## Challenges

### Too Many Steps to Manage, Not Enough Internal Expertise

The project was full of complexities: The EBS 11i infrastructure had 25 sets of books, 20 legal entities, 33 operating units, and 22 third-party and custom interfaces, all shared by two entities — the former owner and the newly separate company. All of these had to be separated out between the two legal entities that shared vendors and suppliers.

“Data purging was first on the list, along with creating master data that needed to be segregated by customers, vendors, and employees,” their director of Oracle operations pointed out. “Then, applications security had to be developed based on users, their responsibility, and their role in the organization. We soon realized the transition was simply too big and required more technical expertise than we could handle internally.”

## Industry

Manufacturing

## Benefits

- Reducing Data Storage Costs by Cutting Database Footprint in Half
- Successfully Transferred Data to New Acquired Company
- Implemented Change Control and Approval Processes to Reach Compliance Goals
- Readily Available, 24x7 Support
- Conduct New Development Work for Operation Efficiencies

## Solutions

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

## Solutions

### Transition and Upgrade Tasks Awarded to Functional Service Desk

Three attributes persuaded them to partner with the Data Intensity Functional Service Desk:

- Exceptional and deep Oracle-exclusive expertise
- Status as Oracle's largest privately held Oracle cloud service provider
- Long record of successes, leveraging best practice to help hundreds of other companies around the world as they navigated similar, major challenges

Early in 2015, the Functional Service Desk team was able to seamlessly delink EBS operations and their data from those of the previous owner without disrupting the manufacturer's access to applications. This was a major milestone, and it created a welcome side benefit of reduced data storage costs.

"After the purge was complete, the database footprint was reduced by half, saving us a lot in storage," the director reported. "The Functional Service Desk team worked to restrict database sizes to free up hundreds of gigabytes of space on our servers."

### Significant Oracle Infrastructure Upgrades

The internal team, delighted with the result of the transition, continues to use the Functional Service Desk for break/fix and development work. This includes installation of Dell Stat software for code/customization promotions between all EBS 11i application instances. The benefits of the work were immediately felt.

"Now our Oracle team can track all migrations between instances without undue effort. With weekly reports and an easily searched archive of all code changes, change-control processes are now very thorough, and they incorporate proper approval processes we needed to reach our compliance goals," the director explained.

Our staff now has the time to become more familiar with the capabilities of each EBS module so they can enhance the user experience.

Director, IT

### Third-party Application Integration Efforts

Data Intensity went on to integrate key third-party applications to improve user efficiency when working within the Oracle E-Business Suite. The Functional Service Desk team began by integrating FedEx into the suite, which went smoothly, followed by an effort to integrate a heavily used Adeptia application for manufacturing environments. For the latter project, they created three custom APIs for E-Business Suite to streamline the entire product-ordering function. This approach paid off immediately, saving users hours of frustrating effort each day and substantially accelerating the order process.

## Results

### Transition Complete, on a Path to Further Success

A year after the manufacturer began the transition from one company to another, its Oracle EBS infrastructure stands on its own and operates smoothly. Functional Service Desk remains a highly valued partner, so much so that two senior Functional Service Desk developers are permanently assigned to the company. Not only do they meet with the internal team twice a week to anticipate and stay ahead of new challenges, but they also actively investigate and permanently solve repetitive problems. A team member always takes the time to explain what was done so users can be more aware of the application's capabilities and operating characteristics. This helps make them more self-sufficient and able to solve common problems without involving the help desk. "The Data Intensity developers who've teamed with us suggest proactive, best practice improvements to the way we operate, and they add value where it makes the greatest sense. It makes for a great partnership," the director said.

One of the important contributions of the Functional Service Desk comes from removing the company's business analysts and superusers from time-consuming EBS break/fix issues. "We let the Data Intensity team focus on things like uncovering and fixing manual and archaic business processes that can be automated, and they are always available to resolve urgent issues quickly and permanently," the director said. "Our staff now has the time to become more familiar with the capabilities of each EBS module so they can enhance the user experience."

