



CASE STUDY

Large Payment Processor Integrates Systems to Better Utilize Oracle Fusion Cloud Applications

The Client

Our client is a global provider of payment technology and software solutions. With a strong focus on digital transformation, this client integrates payment processing with software and analytics to help businesses streamline operations and enhance customer experiences.

The Situation

The client has grown rapidly through acquisition, which brought scale, but also complexity. Over time, that growth meant a sprawling application landscape—legacy ERP, homegrown, and cloud-based systems, including 14 separate Salesforce instances. The lack of integration between these platforms created real friction: manual data exchanges, inconsistent processes, human errors, and a lot of noise in the system. And with the volume of data they manage daily, those inefficiencies were adding up fast.

In a business that runs on razor-thin margins, every delay, duplicate entry, or reconciliation issue impacts the bottom line. At the same time, as a global financial technology provider, data security and compliance are non-negotiable. The more fragmented the systems, the harder it became to maintain consistent controls and visibility across the enterprise.

The client wanted to streamline operations and get more value from their tech investments. They had embraced a cloud-first strategy and adopted Oracle Fusion Cloud ERP—but to make it work, they needed to consolidate and migrate systems, improve data flows, and fully take advantage of their SaaS ecosystem.

The Decision

That's where Data Intensity came in. With deep Oracle ERP and SaaS expertise—combined with a proven integration approach and a track record of complex integrations—we were the ideal partner to help the client connect the dots, and eliminate manual workarounds and friction. Our team brought technical know-how as well as a strategic understanding of how to align systems, develop processes to increase value, and derive more from their SaaS subscription.

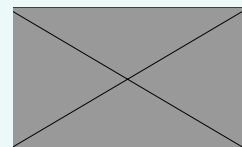
Understanding that data security was a business imperative, every solution would be built and implemented with security, compliance, and governance in mind, ensuring the client could maintain control and visibility across their cloud ecosystem. "This was a multi-year project focused on eliminating manual workarounds, improving visibility, and laying the foundation for scalable, efficient growth," said Seshu Maringanti, SVP, SaaS Transformation at Data Intensity. "By integrating and optimizing their systems, we'd help the client unlock the potential of their SaaS investments—securely, reliably, and at enterprise scale."

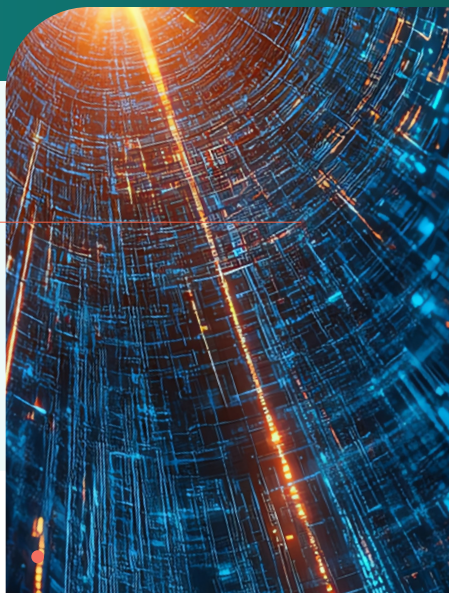
"Data Intensity has been more than a technology partner—they've been an extension of our team. Their deep Oracle expertise, thoughtful integration approach, and commitment to security have helped us modernize with confidence. We're very excited to continue building on this foundation together."

About Data Intensity

Data Intensity is an Oracle Strategic MSP partner delivering managed services for the complex lifecycle of Oracle-powered workloads. Offering a complete portfolio under one roof, we provide full-stack, technical, and functional application managed services on any cloud.

Additionally, we maximize and future-proof our clients' Oracle investments through effective license position assessments and cloud-independent migration services. Learn more at www.dataintensity.com.





The Implementation

To support the client's cloud-first strategy, Data Intensity embarked upon a multi-year implementation effort leveraging Oracle Integration Cloud (OIC) to streamline and secure data flows across critical systems, including:

- For Salesforce, Data Intensity integrated Q2O flows with Oracle Fusion Cloud SCM to synchronize customers, items, price lists, and sales orders—eliminating manual entry and improving order accuracy.
- Data Intensity integrated Workday with Fusion Cloud HCM to align employee structures across Oracle modules, supporting consistent workforce data.
- For their homegrown applications, Data Intensity built secure, compliant, and scalable integrations to bring receivables activity into Oracle ERP Cloud—improving reconciliation and reducing latency.

These integrations and many more relied on Data Intensity's Oracle Fusion Cloud experts, and a combination of machine learning, embedded best-practice guidance, prebuilt integrations, and process automation. Each step of the way, Data Intensity delivered secure, targeted solutions that reduced friction and improved visibility.

The Benefits

Oracle Fusion Cloud ERP has become the client's enterprise-wide financial backbone, integrated with upstream and downstream systems to centralize financial operations and improve control, visibility, and scalability. Additional benefits realized include:

- **Accelerated month-end close cycles** with significantly fewer errors, enabling better data accessibility and team coordination.
- **Reduced manual effort** and increased timely reconciliation, allowing accounting teams to focus on more strategic, value-added work.
- **Seamless integration between Salesforce and Fusion Cloud SCM**, resulting in faster, more reliable data flows and improved error tolerance.
- **Integrated billing activity** from homegrown systems into Fusion Cloud ERP, improving reconciliation and reducing latency.

The client has seen measurable improvements across its operations since partnering with Data Intensity—from improved efficiency and reduced IT overhead to greater agility, streamlined compliance, and increased ROI from its SaaS investments. And, perhaps most importantly, the company not only maintained but increased data security and governance across systems throughout the project.

The Future

With Fusion Cloud ERP as the backbone and key systems fully integrated, the company is well-positioned to scale with confidence. Encouraged by the success of this initiative, the client has re-engaged Data Intensity for additional projects, including efforts to reduce inefficiencies in their collections process. The partnership continues to evolve, grounded in a shared commitment to innovation, operational excellence, and data security.

