

Managed Services – Oracle Case Study

- Client simplifies the process of networking storage for OEMs, resellers and system integrators. With the vision of a SAN in every business, hi-tech client produces the controller chips, host bus adapters (HBAs) and fabric switches that are the backbone of storage networks for most global 2000 corporations. The company serves customers with solutions based on all storage network technologies including SCSI, Internet SCSI (iSCSI) and Fibre Channel.
- Hi-tech SAN Pro and SAN Express products provide cost-effective fibre channel and iSCSI SAN solutions for enterprises of all sizes.
- Its vision is “*A storage network in every business*”.
- It has established a global presence with more than 1,000 employees operating in more than X countries, supported by a comprehensive network OEM, third parties, distributors, sales offices.
- In 2006, this hi-tech client marked revenue of more than US \$ 494.1 million.

About the Engagement

- Net Fujitsu revenue from client for fiscal 2006 was US \$1.23 million
- Client has operations in North America, Ireland and Europe
- Client simplifies the process of networking storage for OEMs, resellers and system integrators
- 820 Employees having fulfillment center in Europe, Middle East and Africa (EMEA) region
- Client was looking for vendor to support them in ERP, CRM, web applications and production application support for finance, operations and sales verticals

- Support and implementation in critical business areas such as:
 - Order to Cash
 - CRM, Service Contract and Install Base
 - Global supply chain operation compliance project having multi vendor stake
 - WEB application of License Key Generation for existing Install Base Serialized products

- Application support of existing systems and new implementation in following areas:
 - ERP, CRM, Install Base
 - WEB Applications
 - EDI environment

■ Support Scope:

- ERP,CRM ,web development and support
- Oracle APPS 11i,Forms 6i ,Report 6i, Oracle Workflow, integration of MS Technologies with Oracle CRM
- Web Methods 4.6, EDI
- EDI 850 PO Inbound, EDI 800 AR Outbound

■ Key Statistics:

- 850 Oracle ERP users
- 7 global business divisions based on line of business and product line
- Support
 - Help Desk supports all incoming priority 1 & 2 tickets with human intervention and allocation to respective group based on the category

Client has chosen the lab on hire (LOB) model for support.
The LOB model of service delivery is valuable proposition for clients that need infrastructure and resources with specific skill sets.

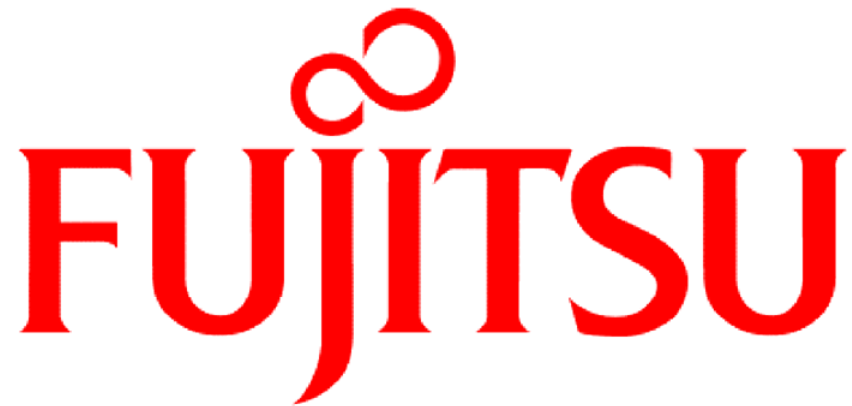
Client engaged Fujitsu Consulting offshore to get involved in enhancement of existing applications (ERP, CRM, WEB, EAI), long term maintenance and future application development.

These enhancements require excellent techno-functional skills with thorough knowledge of:

- Financials modules (GL, AP, AR, CM)
- Oracle Distributions (Purchasing, Receiving, Order Management),
- EDI (eCommerce Gateway), Webmethods
- CRM (Service Contracts, Installed Base, Oracle Customer Support, Service Requests, Contact Center, email Center, iSupport).
- Inventory, BOM
- Oracle APPS DBA activities (Remote DBA)
- Web application development using ASP.NET, Java and other eBusiness technologies
- Datamart solutions

Key Result Areas

- Smooth delivery of tasks and P1 support
- Established operational model for all aspects of engagements
- Transparency about resource utilization by providing the detail status reports on weekly basis
- Thorough problem solving approach to mission critical issues with detail analysis



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THE POSSIBILITIES ARE INFINITE