

Major Manufacturer Optimizes Oracle Performance With Functional Service Desk

CASE STUDY

Functional Service Desk
EBS Managed Services
Managed Database Services

“The Data Intensity developers who’ve teamed with us suggest proactive, best-practice improvements to what we operate, and they add value where it makes the greatest sense. 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 of IT

About the Customer

A leading manufacturer of refrigerated food display cases used by supermarkets and convenience stores across the United States builds and sells superior-quality products that work for 15–20 years. The company had been recently acquired, which left the IT team with challenges that could not be met internally.

Challenges

- Between the customer and the acquired company, the current EBS 11i infrastructure had 25 sets of books, 20 legal entities, 33 operating units, 22 third-party and custom interfaces that all had to be separated between the former owner and the new separate company while staying in compliance.
- Ability to delink EBS operations from the previous owner without a disruption in manufacturing and operations.
- Data purging was at the top of the list, along with the need to create master data segregated by customers, vendors and employees.
- Application security had to be developed based on users, responsibilities and role.

Solutions

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

Industry/Customer

Manufacturing

Customer Outcomes

- Reduced database footprint in half and free up hundreds of gigabytes on servers by purging data from the previous owner and restricting database sizes.
- Optimized Oracle EBS performance by customizing APIs, saving users hours of processing orders.
- 2 Data Intensity Functional Service Desk developers serve as a permanent extension of the company’s IT team for break/fix issues so that the business analysts and superusers can focus on enhancing the user experience.
- Helped the company reach compliance goals by coming up with a process to keep track of all migrations between instances, archive all code changes and implement proper approval processes.

Key Partner Takeaways

Data Intensity is the largest independent managed services provider of enterprise databases, applications analytics and the cloud. Our expertise in infrastructure and platforms helps organizations optimize their software investments and business processes to achieve higher availability, performance, velocity and scalability.