

Case Study

Infosys Transformational Order Management Mapped to Oracle E-Business Suite

Infosys and Oracle solution enhances customer experience and lowers operating costs to provide competitive advantage

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ORACLE

Solution Map | Infosys / Oracle Solution for High Tech & Discrete
Manufacturing Industry

CASE STUDY

1. Client

A large semiconductor and electronics components manufacturer

The problem

- Unable to fulfill customer needs in a timely manner
- Redundant and inefficient business processes
- High inventory levels
- Outdated technology

Our solution

Order Planning & Distribution Management:

Implemented best-in-class business processes and Oracle Applications that enabled global consolidation of orders, orders prioritization, tracking of order progress, and real-time delivery schedule status.

Benefits

- Increased delivery performance by 5%
- Reduced Days Sales of inventory and order turn-around time by 50%
- Increased order-fill rate and customer service

2. Client

A premier manufacturer of networking equipment

The problem

- High order processing cost due to manual steps involved
- Need to consolidate multiple global outsourcing centers for lower cost and easier management

Our solution

Quote-To-Cash: Standardized and outsourced Quote-To-Cash processes for more than 90% of all customer orders. Introduced Six Sigma continuous improvement initiatives that balanced order workload and reduced revenue leakage.

Benefits

- Cycle Time Reduction of 25%
- Cost per order reduction of 40%
- Productivity improvement of 30% over a 2-year period

Business Challenges

“My clients are complaining about inaccurate and changing lead times, we are not proactive in letting them know when a delivery date changes.”

“I cannot effectively bundle my hardware, software and services offerings to meet client needs, while simultaneously maximizing my margins.”

“I get requests for quotes from my clients that consist of thousands of line items. If I don't turn them around in 48 hours, I end up losing business.”

“I do not have a clear picture of my installed base, the 'as-maintained' configurations, and the service entitlements. Sometimes I end up providing a different level of service than what my customer is entitled to.”

“I cannot effectively track design-wins as the business moves from an OEM to a contract manufacturer (CM) or when production moves overseas.”

“After every acquisition, it takes us a long time to integrate customer information and to set up customer care centers across multiple geographies.”

The ITOM Solution

High-Tech and Discrete Manufacturing companies face customer needs requiring mass customization, complex mix of products, newer markets to serve, and fierce competition.

The Infosys Transformational Order Management (ITOM) solution for High-Tech and Discrete Manufacturing provides a systematic and structured approach to assess the Inquiry-To-Cash processes and address these challenges to enhance customer experience, improve service levels, and achieve scale and cost savings.

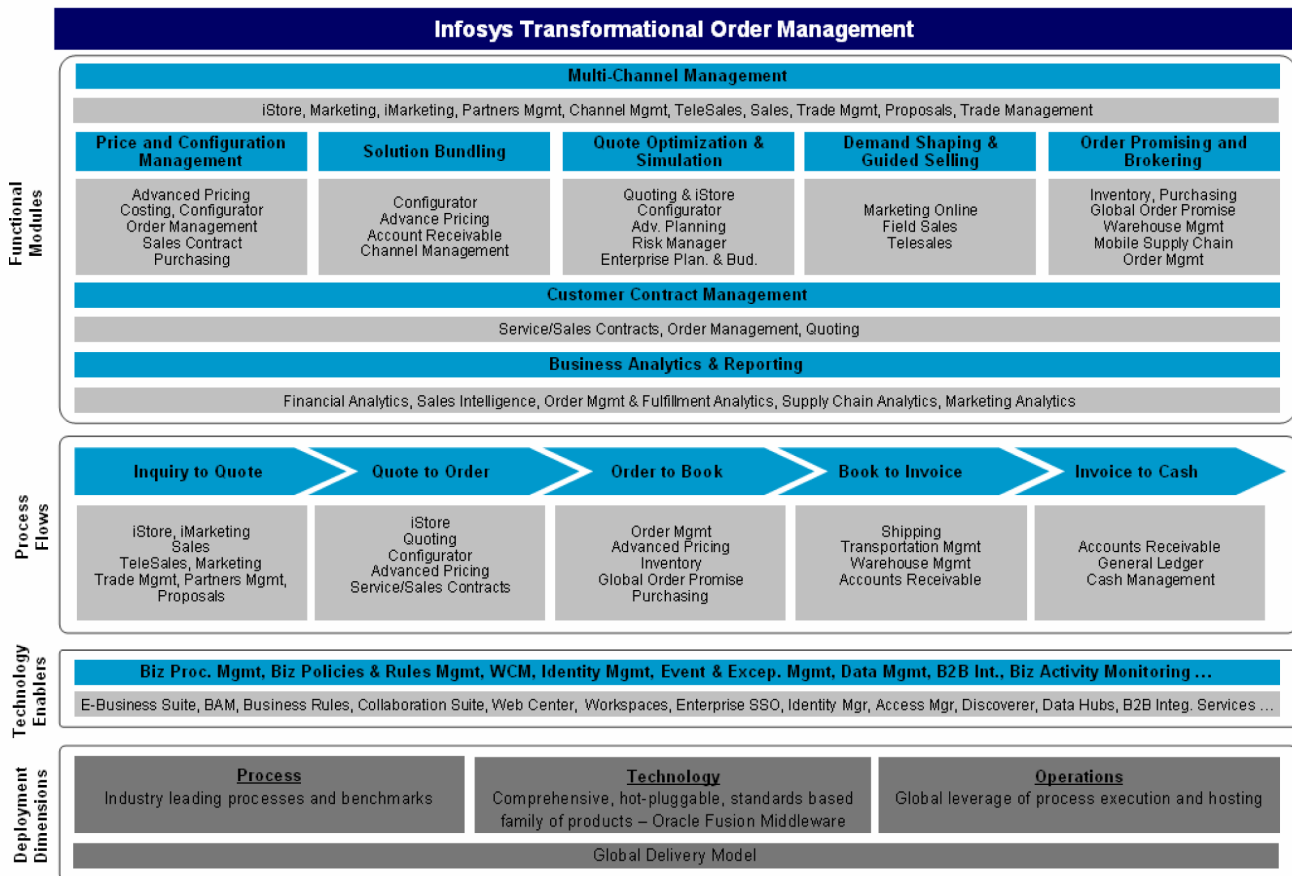
Salient features of the solution include:

- Implementing best-in-class order management processes
- Defining and tracking performance metrics
- Benchmarking and standardizing processes
- Outsourcing for better cost economics
- Leveraging existing IT investments suitably to support emerging business models

Benefits to Clients

Provide competitive advantage through:

- Improved asset efficiency and customer operations
- Improved product and corporate operations
- Reduced cost per order 40-50%
- Reduced quote and order cycle time 35-50%
- Increased productivity 15-35%
- Revenue uplift of 0.5-1%
- Real-time metrics for clients and partners
- 360-degree visibility through integrated customer data model



Joint Value Proposition

Infosys is a Global SI Partner of Oracle, recognized at the Worldwide Certified Advantage Partner level. Infosys actively works with Oracle in co-development initiatives to augment the Oracle Applications footprint.

In the past four years, Infosys has executed over 300 large customer engagements involving Oracle applications, across more than 40 countries. Infosys' Oracle practice has delivered tangible business results to over 75 Fortune 1000 clients worldwide.

Infosys' ITOM solution for High- Tech and Discrete manufacturing is the result of multiple solution deliveries in Order Management. With its proven best practices in mapping these functions to Oracle's EBusiness Suite, Infosys helps companies define the right path to optimize Oracle investments for benefits that are measurable, sustainable and repeatable.

Infosys' proprietary methodology combined with a vast pool of experienced Oracle consultants enables high quality integration services.

The solution is built on the industry's only hot-pluggable, standards-based family of products — Oracle Fusion Middleware. With Oracle's SOA Suite of hot-pluggable components, organizations can extend and evolve their existing architectures instead of replacing them.

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About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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