



ACCELERATING THE ENTERPRISE CLOUD JOURNEY WITH ORACLE CLOUD



ORACLE CX CLOUD CASE
STUDIES

Experience-led business transformation for a leading Indian Bank in a bundled deal engagement construct

Client

- Indian Commercial Bank leader in private sector space

Problem Statement

- Enable an Omni channel experience across channels with a comprehensive CRM application catering to various Marketing, Sales and Service operations.

Duration

~5 years for licenses + 20 months for implementation and warranty

Details

- Products: Oracle Sales, Marketing and Service cloud
- Integration across all channels and use Oracle Data Science Cloud platform to build and deploy AI use cases like Lead / Opportunity Probability indicator etc.
- Single Portal that provides every information a Sales guy or Banker needs
- 3rd party products:- Locobuzz (Social Media Monitoring tool), Dataklout (Real time voice sentiment analysis), CreditMate (Collection's platform), Google OCR (Image & Text extracting technology), to achieve a holistic business transformation envisaged by the bank.

Commercial construct

- 5 years license cost for 3rd parties (Oracle, Dataklout, Locobuzz, TransCloud, CreditMate)
- Implementation across 2 phase (each phase of 8 months)
- Warranty support for 12 months

Infosys will provide an end-to-end CRM platform to the customer.

Strong A+ team

- Delivery Manager
- Project Manager
- Solution Architect
- Oracle Cloud SME – Sales & Marketing
- Oracle Cloud SME – Service
- Oracle OCI SME

Client impact * ongoing project

- Increased Revenue
- Better Cross Selling Opportunities
- Automation of CX Business Processes.

This is the first time Finacle would be integrated with Oracle CX Cloud, and this will be a pilot for many more deals that we can do with other banks on Finacle



Higher customer engagement delivered through digital service transformation leading to 150% uptick in certifications for a Norway based international accredited registrar and classification society

Client

- Service provider for industries including maritime, oil & gas, renewable energy, electrification, among others

Problem Statement

- Enhance CX and engagement by solving fragmented CRM operations and disparate sales channel with multiple views

Duration 4 years

Details

- Products: Sales, Service and CPQ Cloud
- CX Maturity Assessment and Transformation Roadmap
- Solution focus on UX, Automation, Data Quality, Data Insights and Digital engagement channels
- Mobile Audit Management solution for Client Audits with offline capability
- Full Automation of Client Certificate Issuance process enabled by Blockchain integration

Client impact



60% faster certification process



25% uptick in auditor efficiency



40-60% improved data quality



15% improvement in CSAT survey



Enterprise sales transformation leading to global sales visibility & higher sale performance for a USA based global manufacturer of equipment and service for datacenters

Client

- Provider of equipment and services for datacenters and services extending from the cloud to the edge of the network

Problem Statement

- Transform Global Enterprise Sales Platform
- Solve for channel conflicts, complex approval process, forecasting and planning challenges

Duration ~18 Months

Details

- Products: Oracle Sales Cloud, PRM, and Incentive Compensation Cloud
- Global Design with Localization for regions across 22 countries
- Sales visibility across hierarchy
- Sales Automation for Internal & Channel Sales as well as Partner Management
- Efficient Outbound Call Center Solution with Sales Cloud & Visual Builder

Client impact



15% improved channel efficiency



20% improved global pipeline accuracy due to automation and digital capabilities



20% increase in sales productivity



Delivered higher sales through elevated customer experience with a fully automated, self-service, cloud-based CPQ system for a Japanese factory automation products manufacturer

Client

- Offers automation products and services including robotics and computer numerical control wireless systems

Problem Statement

- Automate process to reduce use of offline pricing tools leading to error-prone and time-consuming manual approval process

Duration 7 Months

Details

- Products: Oracle CPQ cloud
- Identified Oracle CPQ cloud as the right product with the help of IT team for client's configure, pricing and quote needs
- Integrated processes of configuration, quote creation, quote approval and order creation eliminating quoting errors
- Developed 2 user interfaces and 2 document templates for quotes, data migration and custom development

Client impact



50% optimization in fulfillment cycle time



200% increase quote volumes due to reduced quote turnaround time



Improved quoting inaccuracies



Optimized fulfillment issues that used to arise from inaccurate product selection



Improved process efficiency with automated approval workflows



Delivered enhanced customer experience with digitization & innovation in CRM to provide 360-degree view of customers across brands for an Australian banking corporation

Client

- Leading Australian bank and financial-services provider

Problem Statement

- Single dashboard to integrate tasks, applications, opportunities and customer information
- Guided Customer Need Analysis across multiple Brands
- Knowledge Implementation

Duration 36 Months

Details

- Products: Oracle Policy Automation, Oracle Knowledge Advanced, Open Source
- Required tools and solution for a seamless experience to bankers and 360-degree view of customers across brands to achieve the vision of "One Bank Multi-Brand"
- Guided customer need analysis for superior selling experience and regulatory compliance
- Developed and analyzed dashboards for bird's eye view of day to track days' to-do's, appointments, applications, opportunities etc.
- Knowledge Implementation across two portfolios

Client impact



25% optimization in the cost of mortgage origination



25% of time re-invested in productive activities than earlier



50% fast in customer documentation and conditional approval



Achieved faster customer service and higher sales efficiency by optimizing routing features and automating sales process for a Japanese multinational company

Client

- Empowering digital workplaces through innovative technologies and services

Problem Statement

- Enhance network quality to solve for inability to route call to technician 24/7

Duration 18 Months

Details

- Products: Sales and Field Service Cloud
- Recommended Oracle Sales Cloud (OSC) based solution to replace Salesforce
- Synergized knowledge of customers' sales process and optimization needs to implement Sales Cloud partnering with Oracle
- Integrated Oracle Field Service Cloud with Oracle EBS CRM & ERP to provide
- Service request assignment based on real time feed of technician location, current work-load & skills

Client impact



10% increased Sales user productivity Improved Sales Efficiency & Cross Sell Revenue

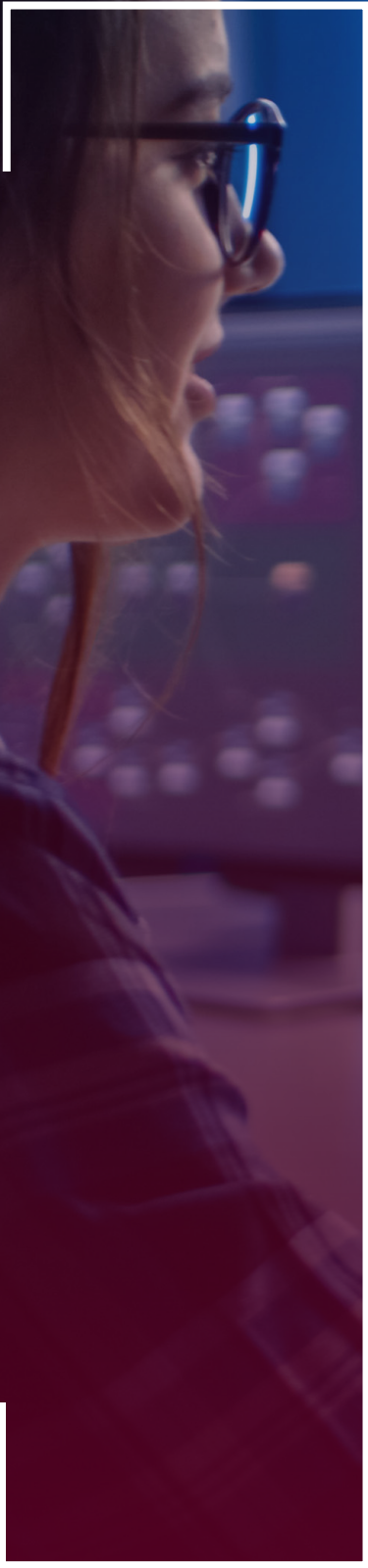


360° customer view helping drive superior end customer experience & cross-sell / up-sell



24/7 call routine to technicians. Significant optimization & efficiency gains in Field Force





ORACLE ERP
CLOUD CASE
STUDIES

Improved productivity and efficiency in the financial-close process; seamless order fulfilment from sales, sales operations, channel partners; and an enhanced user experience for USA based video routing & server storage company

Client

- USA based technology company that develops & markets video routing, server, and storage products

Problem Statement

- Design digital platform to support new product lines, enter new markets and align with industry best practices
- Optimize the cost and create seamless user experience

Duration 10 Months

Details

- Products: ERP, SCM, HCM Cloud
- 25+ business flows adopted from Infosys Hitech preconfigured best practice industry solution and 5 new business processes modelled for future business
- Accelerated big bang multi-pillar, multi country transformation across ERP, SCM and HCM in 10 months
- Set a platform for new business model of product + services for future business expansion

Commercial construct – Winning in Mid Market via Catalogue Based pricing

- Show and tell approach used for creating a Global design based on business needs which were matched with team capability to recommend Catalog based pricing
- IP based pricing for used for Industry solution assets

Client impact



30% reduction in period close duration



~20% reduction in overall time to market



~5-10% increase in profitability with insights driven decisions



Enabling a safer, smarter world: Innovative ERP as a service model through our prebuilt Industrial manufacturing solution.

Client

- An Irish-domiciled multinational conglomerate headquartered in Cork, Ireland, that produces fire, HVAC, and security equipment for buildings.

Problem Statement

- Offer comprehensive Building Solutions to Biz. Customers
- One client solution amidst 80+ERPs and 200+Biz Processes

Duration 12 months

Details

- Products: ERP, SCM and CX Cloud
- Powered and Sentient Analytics to enable customer's, technician's, Project Manager's digital experience
- Increased Agility through Microservices Architecture
- Automated Data Migration through Infosys proprietary tool IDSS
- Testing Automation bed automating 500+Test cases

Commercial construct – Everything as a Service

- Complete ownership of transformation journey including Product Selection and Biz Transformation for establishing Target Operating Model with Proco, Opco, Hubco
- Everything as a Service model enabled through Prebuilt Oracle Industrial Manufacturing Cloud Solution

Client impact



75+MUSD savings annually



Transition into the new Digital age with "Safety as a Service" offering for new revenue stream



Facilitated smooth merger with operational visibility and compliance with a common platform, achieving business KPIs for leading hard disk drive manufacturer and data storage company

Client

- Computer hard disk drive manufacturer and data storage company

Problem Statement

- 5 ERP systems and 3000+ application delaying fulfilment of orders
- Industry specific requirements for precious metal management in manufacturing

Duration

~16 months

Details

- Products: ERP, SCM Cloud
- Harmonized processes across 5 countries and 8 factories to manage change for unified entity
- Modeled and automated critical precious metal management process (capability not available in Oracle)
- Deployed project remotely without impact on go live date and transformation releases

Commercial construct – Sprint and Wave based approach

- Agile based approach which had multiple and phased go lives which helped mitigate in ERP go-lives risk by identifying issues early
- Final payment was approved only when 100% of the transaction goals were achieved

Client impact



43% consolidation of suppliers through improved data management



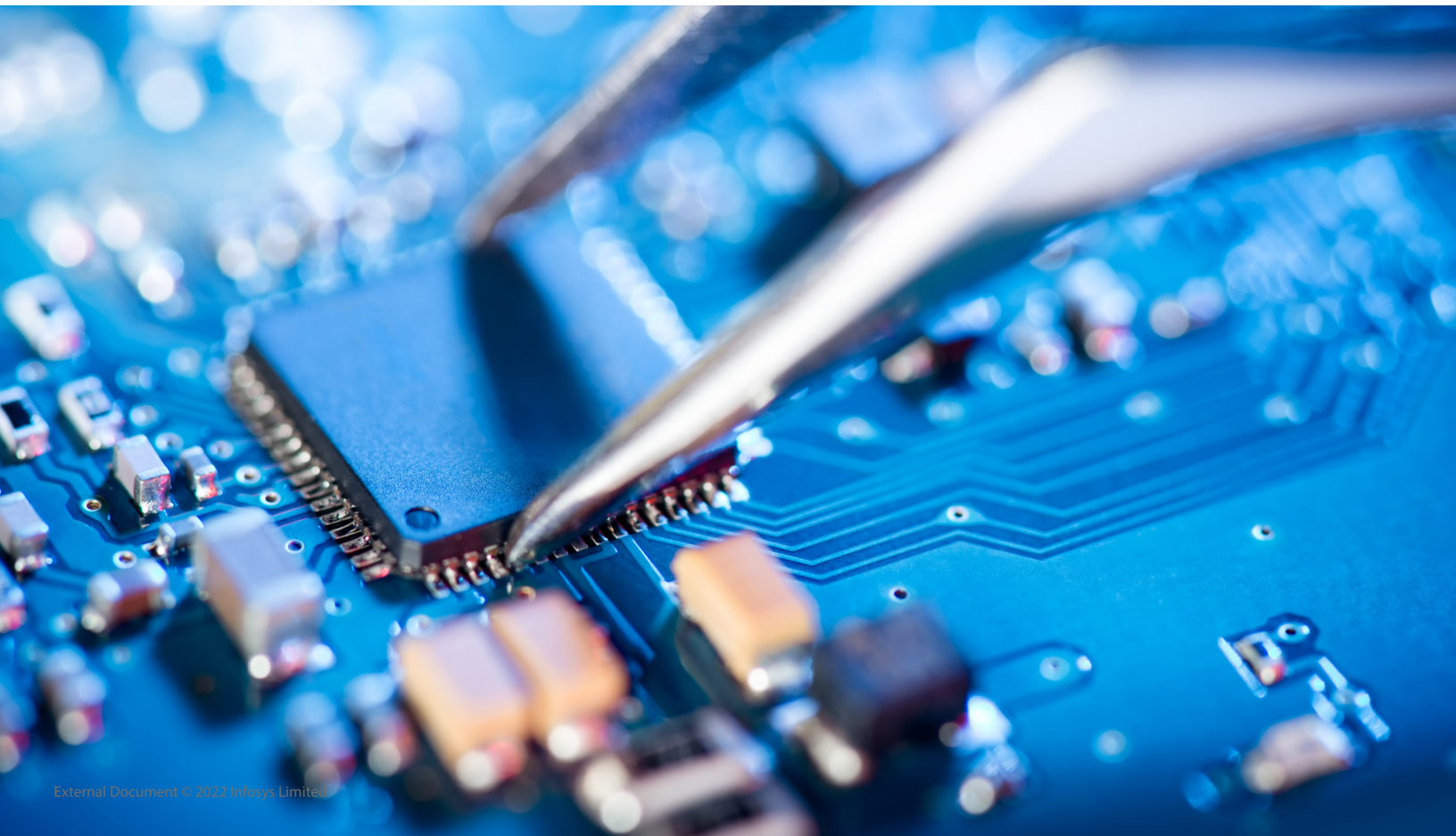
15% improvement in fulfillment rate



3000+ Apps rationalized across the enterprise leading optimized IT spending



Reduction in Logistics cost



Delivered 20%+ technology & operational cost reduction with radical overhaul of ERP systems for Belgium's leading postal operator

Client

- Belgium's leading postal operator in parcel & e-commerce logistics

Problem Statement

- To improve process efficiency, technology related cost along with legal compliance and streamlining of business functions

Duration 17 months

Details

- Symbiotic solution between Oracle Cloud (P2P) & existing EBS instance (O2C)
- Standardized workflows across P2P modules
- Complex Inventory Accounting solution through SLA
- Developed 90+ integrations to enable data flow between on premise, vendor systems and major Finance/SCM modules using OIC
- Compliance with Accounting standards e.g., IFRS16 for Lease Accounting

Client impact



~23% Reduction in the overall technology and operational cost



15% reduction in recruitment cost through talent refactoring program for ERP cloud adoption



100% Automation across streams of Inventory management, Digital Workflows, Reconciliations and adoption of IFRS



Replacement of OFS platform with Oracle Cloud ERP solution with modern finance, tax, planning, budgeting and SCM capabilities for a largest telecom operator based in Malaysia

Client

- 3rd largest mobile operator in Malaysia offering mobile voice, roaming and value-added services on both prepaid and contract bases

Problem Statement

- Create a scalable and flexible platform with better experience across stakeholders
- Redesign chart of accounts, item and asset master

Duration 16 months

Details

- Products: ERP, SCM and EPM Cloud
- Real time OTBI reports through Cloud instead of Oracle BI Publisher
- Robust PBCS & OTBI for budgeting & forecasting replacing E-spreadsheets and aiding ad-hoc analysis
- EDMCS for Master Data management (roadmap) aiding Master Data Governance
- Best in class enterprise planning and budgeting solutions including what-if scenario analysis

Client impact



8% - Enhancement in Invoice processing productivity



30% - reduction in manual effort due to automation in Ordering & Shipping processes along with increased accuracy



20% - efficiency gain in Month End Closing schedule



Transparent financial reporting achieved through digital synergy and connected financial close processes for leading US based office retail company for office supplies and related products

Client

- A leading US based office retail company for office supplies and related products

Problem Statement



- Client was looking to transform their manual and time-consuming financial consolidation and close process into a global automated and agile solution

Duration ~6 months


Details

- Product: EPM Cloud
- Remodeled processes with global design & standardization, removing Excel based archaic processes
- Automated/integrated solutions for financial reporting with built in audit trail
- On demand Balance Sheet and P&L data loads, consolidations and reporting using SmartView
- Drill down capabilities for high level variance analysis

Client impact

-  • **15mins** better throughput as data loads and consolidations from GL to FCCS are available in around 15 mins now
-  • **30%** reduction in the overall close cycle leading to faster reporting to stakeholders





ORACLE HCM CLOUD CASE
STUDIES

Entire HR lifecycle transformation with Oracle HCM Cloud with outcome based engagement model for a utility company in the USA

Client

- Regulated public utility engaged in the purchase, transportation, and distribution of natural gas

Problem Statement

- Design and deliver modern HR platform with effective processes and enhanced employee experience by replacing plethora of legacy HR applications.

Duration 18 months

Details

- Process Harmonization based on APQC based process standard and solution definition adopting Oracle HCM Cloud best practice for entire Hire to Retire life cycle
- Adoption of Infosys digital HEX solutions such as HR Insights and RPA solutions
- 20% reduction in overall time to market with Infosys ACT implementation methodology and Infosys Toolkit

Commercial construct – Based on outcomes

- Outcome 1 – deliver harmonized business processes
- Outcome 2 – deliver Core solution with Payroll integration
- Outcome 3 – enable Benefits Annual enrollment
- Outcome 4 – enable talent cycle on the cloud
- Outcome 5 – enable annual compensation cycle

Fixed costs associated with delivering each of the outcomes that the Organization has outlined at the beginning of the program

25-member team

- Project Manager
- Solution Architect
- Business Analyst
- Functional Consultants
- Technical Consultants
- Testers & Developers

Client impact



- 25 business flows adopt from Infosys Hi-Tech preconfigured best practice industry solution
- 70% reduction in time to hire



- ~20% reduction in overall time to market
- 30 Hour Reduction in effort per payroll cycle



End-to-end HCM transformation journey with the objective to create integrated digital platform for greater employee experience

Client

- Leading utility providing natural gas service

Problem Statement

- Multiple, disparate systems for various HR functions with limited integration
- Limited employee and manager self-service ability
- No self-service access for Retiree and non-worker population leading to significant manual effort in managing their benefits
- Offline/paper-based processes and heavily customized process
- Designing HR transformation system to automate the business processes

Duration 18 months

Details

- Digital HR transformation with the two phased implementation of scalable Oracle HCM Cloud platform for the Core HR, Absence Management, Benefits, Learning, Talent Management and Compensation processes.

Client impact



70% reduction in time to hire through Automated Recruitment



\$50k savings replacing physical mailing letters for benefits enrollment to mobile enabled self-service.



100% payroll accuracy and reduction in Helpdesk call volume by 50% through Payroll Insights dashboard



80% positive feedback in the internal employee connect survey through user experience



10% increase in course completion through innovative RPA solution



Digital Transformation for a leading global provider of products, services, and solutions

Client

- Global provider of products, services, and solutions

Problem Statement

- Harmonize HCM processes and applications to better support its managers, employees, and HR practitioners
- Enable a talent-centric organization to focus on pay-per-performance from current heavily customized HCM system
- Enhanced self service and Reporting

Duration 18 months

Details

- Single unified HCM platform with harmonized business process and seamless integration
- Automation through robots to perform mundane and consistent activities
- Performance based merit and bonus processing
- Dashboards and embedded analytics for manager and HR practitioners to make informed decisions
- Industry standard tax payment processing with ADP

Client impact



10-20% reduction in payroll processing



~25 % reduction in current interfaces and reports



Reduced the total cost of ownership – ZERO customization and more than **25%** reduction in current interfaces and reports



5-10% process efficiency anticipated through process automation & process Improvements.



Better line-of-sight between goals and outcomes through pay-per-performance



Consolidated **16** pay groups into 2 cloud payroll; 98 absence plans to 4 cloud plans



Automation with Oracle HCM Cloud for a Europe based global player in steel

Client

- Europe based global player in steel

Problem Statement

- HR currently involved in too much operational work rather than any strategic work
- Manager and employee self service experience in the current system was not too good
- Handling large turnover of employees and ensuring that open positions are filled us quickly
- Processes are not standardized and simplified

Duration 10 months

Details

- Improved level of automation across the hiring business process resulting in lowered manual intervention and reduced time-to-hire by almost 50%
- With Oracle HCM Cloud, client's automated business process workflows and analytics can now deliver superior insights to senior management and human resources
- Using Oracle HCM Cloud for talent management, client estimates that the overall administrative effort for client's entire performance appraisal process has been reduced by half

Client impact



Automation of Payroll process through integration for **75%** of the employee base



100% standardized solution rolled out to 27 countries



Paperless Performance and Compensation Processes



Improved automation across hiring business process, reduced time-to-hire by **50%**



Delivery of superior insights to senior management and human resources teams



50% reduction in overall administrative effort for performance appraisal process



Automation to Modern HCM Cloud solution for a US based manufacturer of vitamins and nutritional supplements

Client

- US based manufacturer of vitamins and nutritional supplements

Problem Statement

- Develop scalable HCM solution for its employees Redefine the business processes to transform the Human Resources from a transactional organization to a value adding function

Duration 22 months

Details

- Reporting analytics through on-time, intelligent reporting
- Manager dashboard for complete view of worker availability
- Simplified Interim and Annual Performance Processes
- Elimination of Payroll Inconsistencies – identified numerous payroll inconsistencies in employer liabilities and rectified current legacy production payroll differences
- Reduced number of customizations in legacy systems and Point-to-Point Interfaces

Client impact



75% reduction in payroll processing time from 2 hours to 30 minutes for US population



Elimination of Paper Based Processes for compensation planning



Development of 45 reusable complex integrations across 20 different third-party providers



Global Oracle HCM Cloud transformation program for an American multinational

Client

- American multinational which develops and markets networking products

Problem Statement

- Robust change management of current customized solution HR system on to HCM Cloud system
- Align the current business processes and system capabilities to scalable platforms
- Design predictable and guaranteed delivery approach

Duration 18 months

Details

- Developed Oracle HCM Cloud solution-based system for process standardization and harmonization
- Integrated multiple business processes
- Automated across the entire Hire to Retire employee lifecycle – Recruitment, Core HR, Absence Management, Time & Labor, Compensation, Profile Management, Talent Review, Succession Management, HR Helpdesk, Learning (Self-Help Videos)

Client impact



20% reduction in overall time to hire via automated recruitment and onboarding task



20% Increase in staff productivity by enabling Self-Help videos and Knowledge articles



20% reduction in Compliance/Audit cost by leveraging RBAC oriented security



10% improvement in Data accuracy by correcting data inconsistencies in source prior to data migration



Highly resilient and scalable Cloud platform with seamless user experience



Elimination of data center and capex with complete movement to Opex model



Unification of HR and Talent management through Delivery of HCM Cloud solution across 40 countries for a logistics company

Client

- Japan based freight forwarding company

Problem Statement

- Current HR system consisted of numerous disparate and custom-built applications spread across various geographies to meet local requirements.
- To have a unified HR and Talent Management system across various countries
- Absence of standardized reporting tools and dashboards to support business needs

Duration 12 months

Details

- Harmonized HR solution using standard features wherever possible leading to reduced cost of ownership
- 100% requirements delivered to business and process owners

Client impact



100% standardized solution rolled out to 40 countries



Customization limited to **5%** in core modules of HR and Talent



15+ reports created for top level managers which streamlined the Management Reporting



For more information, contact askus@infosys.com



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