



ORACLE CLOUD TRANSFORMATION FOR A GLOBAL TECHNOLOGY INNOVATOR

Abstract

A leading global technology company partnered with Infosys to modernize its subscription-based IoT business using Oracle NetSuite, Oracle Commerce Cloud, Oracle Integration Cloud, and Oracle EPM Cloud. The transformation streamlined finance operations, automated integrations, improved customer engagement, and delivered measurable business outcomes, including a 40% increase in subscription billing productivity and a 70% reduction in month-end close time.

Business Challenge: Scaling Subscription-Based IoT Operations

As the client's innovation business scaled its subscription-based IoT products and services, its finance and commerce operations struggled to keep pace. Disparate systems across multiple subsidiaries made chart-of-accounts management, segmentation, and month-end close increasingly complex and time-consuming.

Manual disconnected processes limited the finance team's ability to close the books quickly and report with confidence.

Oracle Cloud Solution Architecture

Infosys designed and implemented an integrated Oracle Cloud solution spanning ERP, commerce, planning, and integration to modernize the client's finance and go-to-market operations.



Business process optimization and design of a chart of accounts (COA) involving multiple subsidiaries and segmentation



Design and implementation of an ecommerce online storefront for IoT products and services subscriptions



Seamless integration with peripheral applications such as Salesforce, Ariba, and Concur using the Oracle Integration Cloud platform



Enterprise planning, budgeting, and financial consolidation and closing for faster, more accurate, and transparent reporting

The new chart of accounts was designed to support multiple subsidiaries and complex segmentation requirements, giving finance a consistent foundation for reporting across the business.

A dedicated ecommerce storefront was built on Oracle Commerce Cloud to support subscription billing for IoT products and services, integrated directly with NetSuite for order-to-cash processing.

Oracle Integration Cloud was used to connect NetSuite with

Salesforce, Ariba, Concur, and other peripheral applications, removing manual handoffs between systems.

Oracle Enterprise Performance Management Cloud was deployed to support enterprise planning, budgeting, and financial consolidation, enabling faster and more transparent close cycles.

The solution was rolled out in a phased approach that minimized disruption to ongoing subscription billing operations.

Oracle NetSuite and Commerce Cloud Implementation

The new chart of accounts was designed to support multiple subsidiaries as Infosys began with a detailed assessment of existing business processes, systems, and reporting requirements across the innovation business.

A joint governance model with client stakeholders ensured alignment on scope, timelines, and change management throughout the program.

Dedicated NetSuite and Oracle Cloud consultants led the design and configuration, applying SuiteSuccess and industry best practices.

Rigorous testing cycles, including user acceptance testing, validated the solution against real subscription billing and close scenarios.

Ongoing support ensured a smooth transition to business-as-usual operations following go-live. And complex segmentation requirements, giving finance a consistent foundation for reporting across the business.

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Business Outcomes and Measurable Results

Metric	Subscription Billing Productivity	Month-End Close Time	Customer Engagement	Revenue Recognition Productivity
Outcome	+40%	-70%	+50%	+60%

Greater consistency and transparency in financial reporting across subsidiaries.

By modernizing its finance, commerce, and integration landscape, the client’s innovation business gained a scalable foundation to support continued growth in subscription-based IoT offerings.

Faster, more accurate month-end close gives finance leaders greater confidence in reported results and more time to focus on analysis rather than manual reconciliation.

A unified ecommerce and billing experience improved customer engagement and reduced friction in the subscription lifecycle.

Tighter integration across Salesforce, Ariba, Concur, and NetSuite eliminated manual data entry and reduced the risk of errors.

The engagement demonstrates how a coordinated Oracle Cloud implementation can modernize finance and commerce operations for a fast-growing technology business.



Built for scale, designed for growth

This engagement shows how a global technology leader can modernize its finance and commerce operations without slowing the pace of innovation.

By bringing NetSuite, Commerce Cloud, Enterprise Performance Management Cloud, and Integration Cloud together on a single platform, the business gained the speed, accuracy, and transparency needed to support a fast-growing subscription portfolio.

As the innovation business continues to expand its IoT products and services, the new foundation positions finance and operations teams to scale with confidence.



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