CASE STUDY

HOW A LEADING TELECOM COMPANY REDUCED PSA COSTS BY 30% WITH ORACLE NETSUITE OPENAIR



Abstract

A leading Australian telecommunications and technology company partnered with Infosys to implement Oracle NetSuite OpenAir Professional Services Automation (PSA), seamlessly integrating it with existing enterprise and customer management systems.

Key Outcomes

- 30% reduction in PSA-related costs
- 20% reduction in project delivery cycle time
- 20% improvement in billing accuracy
- 35% improvement in customer engagement
- Improved project performance visibility through analytics and automation

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Business Challenge – Streamlining Professional Services Operations

As the company expanded its professional services business, it needed a structured approach to evaluate, select, and implement a PSA solution that could seamlessly integrate with its existing enterprise systems and business applications.

The lack of a unified Professional Services Automation platform created inefficiencies in project delivery, resource utilization, billing processes, and operational visibility across the organization.

Oracle NetSuite OpenAir PSA Solution

Infosys led the end-to-end PSA solution evaluation, implementation, and enablement using NetSuite OpenAir.

- Led the software evaluation to determine the PSA solution and implementation of the OpenAir and NetSuite ecosystem
- Instrumental in onboarding various groups of the organization through complex data transformation and migration
- Proven PSA implementation methodology with seamless integration across existing enterprise systems
- Successful business-as-usual (BAU) enablement through process transformation and dedicated support for business functions

Infosys led a structured software evaluation to identify OpenAir and NetSuite as the right PSA solution for the client's professional services business.

Complex data transformation and migration activities were managed carefully to bring multiple organizational groups onto the new platform.

A proven PSA implementation methodology enabled seamless integration with existing enterprise applications and business-critical systems.

Dedicated support and process transformation activities enabled a smooth transition to business-as-usual operations.

The phased rollout minimized disruption to ongoing project delivery and billing cycles.



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Implementation Approach

- Evaluated PSA requirements and business processes
- Selected and implemented Oracle NetSuite OpenAir
- Integrated with existing enterprise systems
- Migrated users and operational data
- Enabled business teams through training and support

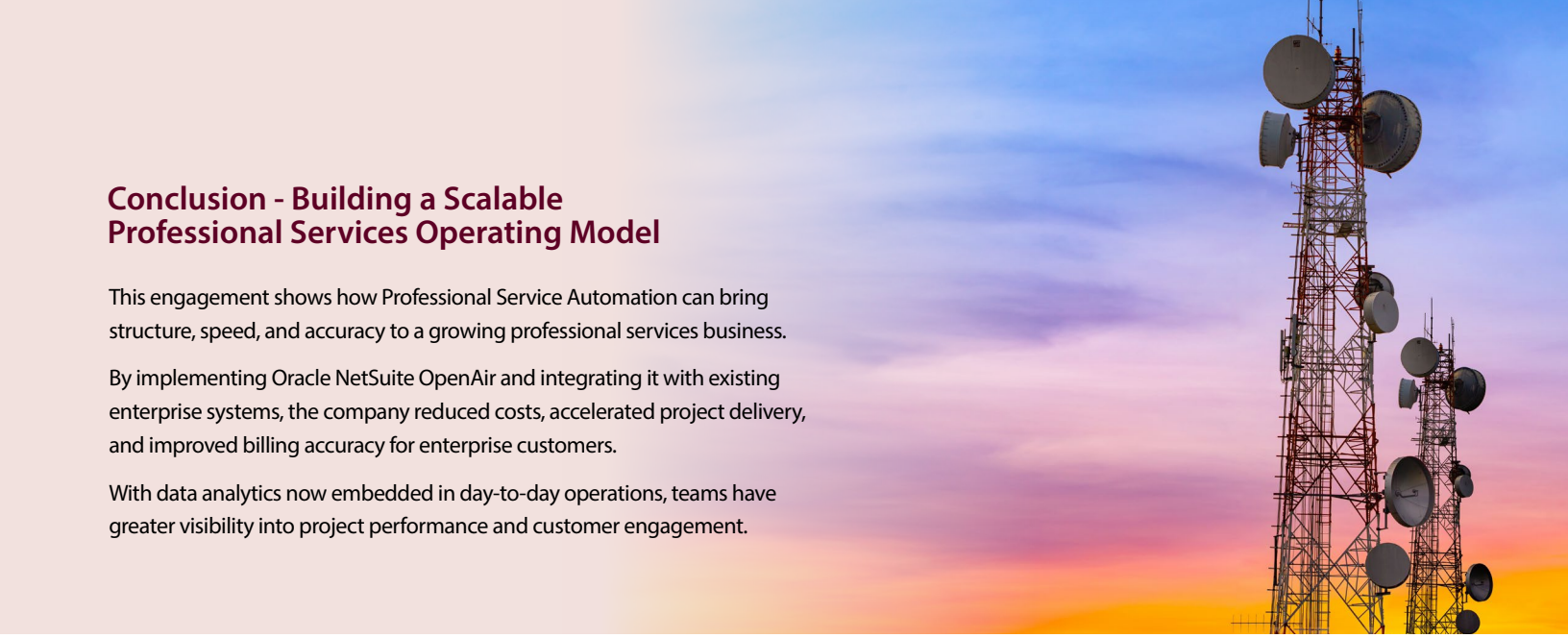
The Business Impact

Business Metric	Outcome	Business Value
PSA-Related Costs	30% Reduction	Lower operational costs and improved profitability
Project Delivery Cycle Time	20% Reduction	Faster service delivery
Billing Accuracy	20% Improvement	Reduced invoice disputes and improved cash flow
Customer Engagement	35% Improvement	Improved customer satisfaction and retention
Project Performance Visibility	Improved Through Analytics and Automation	Better forecasting and decision-making

By implementing Oracle NetSuite OpenAir for Professional Service Automation, the client reduced operational costs while improving project delivery efficiency and billing accuracy. Integration with existing enterprise applications provided a connected view of projects, financial processes, and customer engagement, enabling greater visibility into project performance and supporting the long-term growth of the professional services business.



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Conclusion - Building a Scalable Professional Services Operating Model

This engagement shows how Professional Service Automation can bring structure, speed, and accuracy to a growing professional services business.

By implementing Oracle NetSuite OpenAir and integrating it with existing enterprise systems, the company reduced costs, accelerated project delivery, and improved billing accuracy for enterprise customers.

With data analytics now embedded in day-to-day operations, teams have greater visibility into project performance and customer engagement.

For more information, contact askus@infosys.com

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