

Oracle financials module implementation under global delivery model for leading financial company

Q3's global sourcing model gives the maximum benefit to customers in terms of cost savings, improved quality, access to highly talented professionals, flexibility of operations and reduced time to market.

Case Study - Leading Commercial Finance Company

Oracle - ERP Center of Excellence

Business Situation

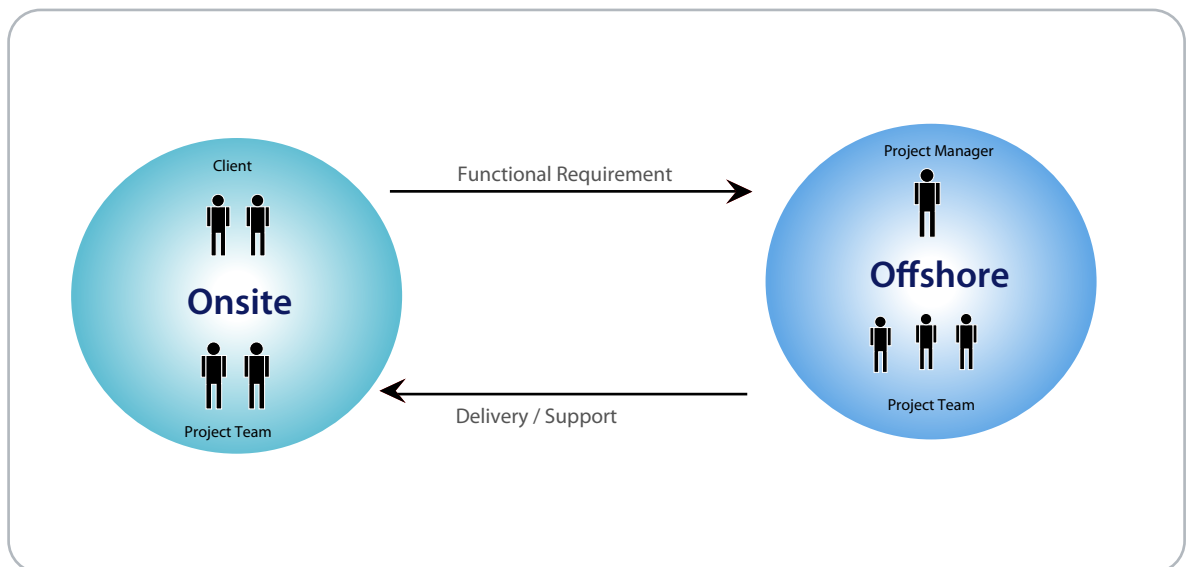
The customer needed 24x7 support for business critical Oracle Apps databases.

Q3 Technologies offers a complete range of Oracle Applications solutions to meet the needs of organizations of all sizes and levels of complexity. Q3 Technologies leverages the customer's current investments with Oracle Applications to seamlessly integrate and manage business process between Oracle Applications and other applications.

The business approach followed by Q3 Technologies was as follows:

- » Proactive monitoring of critical instances from offshore.
- » One person at onsite for on-hours support and coordination with offshore.
- » US off-hours level 1 helpdesk for cases of all priorities at offshore.
- » Activities requiring downtime can be done during off-hours and weekend from offshore.

Solution



The customer realized the following benefits:

- » Improved service level with 85% of offshore leverage
- » Improved visibility and control through consolidated reporting
- » Effective data capture and correlation
- » Reduced downtime by proactive monitoring and off-hours activities
- » Reduction in operational costs and increase in operational efficiencies
- » Automating typical database monitoring activities delivered 100% on SLAs in all 24x7 operations and substantial savings.