

Outsourcing ERP BAU Support to resolve ERP issues

EXL was facing problem to respond and resolve issues reported by the ERP users & decided to outsource the support services of Oracle Applications with an objective to setup an Application Support Center. They selected Path to run its ERP BAU Support.



EXL is a leading provider of offshore business process outsourcing solutions to the Global 1000. Mainly involved in providing services to its clients under following categories:

- Business Process Outsourcing
- Research & Analytics
- Risk Advisory Services
- Process Advisory

Customer:

EXL
India
www.exlservice.com

Industry:

BPO

Technology Used:

ERP BAU Support

Business Challenge

EXL implemented Oracle e-Business Suite to streamline and standardize its financials, purchasing and HR process across all the locations of the organization. Modules implemented in EXL are:

- Financials
- Purchasing
- Projects
- HRMS
- Performance Management System

Like other end user organizations EXL was facing problem to respond and resolve issues reported by the ERP users - like implementation of change requests (enhancements) within the expected time frame and within the boundary of EXL processes and adherence of SOX compliances, maintenance and application of patches suggested by Oracle time to time - because of non availability of required skills and resource.

Solution

To overcome the above challenges EXL decided to outsource the support services of Oracle Applications with an objective to setup an Application Support Center at EXL which will be the single point of contact for ERP BAU Operation support to provide

- Quick and effective responses to resolve application issues reported
- Provide fast implementation of change requests (enhancements)
- Ownership and accountability for all established compliances for SOX and initiatives required to improve the efficiency and application security areas.

EXL selected Path to run its ERP BAU Support because of its expertise and maturity in the application support as well as end-to-end project management and delivery capabilities. Path adopted IV phase methodology (Planning, Training, Transition and Takeover) to manage and deliver application support with agreed service level agreement under the framework of processes defined and agreed. This included Functional Support, Technical Support (workflow customization & implementation, maintenance of inbound/outbound interface, forms & reports development/customizations, database administration, development of bolt-on modules, automation of process to reduce manual human error), RCA of critical issues reported and resolved, DBA Support, Application and System Support, proactive measures to reduce the risk of unplanned outage, perform periodic SOX compliance exercises as per organization policies. Reporting to various stakeholders on weekly/monthly and quarterly basis was also considered.

Benefits

- Single point of contact of all ERP related issues with end-to-end ownership of delivery
- Rapid response and resolution of issues
- 100% adherence of SOX compliance
- Proactive measures ensured zero unplanned outage of application.
- Automation of manual process leading to cost saving and operational efficiency e.g. AP, AR,
- CM Data upload, JOB abandonment
- Higher business user satisfaction
- Being the part of the ERP BAU support, maintains resources having good knowledge of EXL processes and understanding of critical business needs. Additional resources can be allocated to EXL with minimum lead time as and when required for other project(s), extended support etc.

Contact Us:

Path Infotech Limited

E-1, Sector 63,
Noida - 201 301
India

+91-120-4726-100
contact@pathinfotech.com

www.pathinfotech.com