

Client Profile

A leading provider of specialized Power Equipment for high-availability infrastructure systems (semiconductors test equipment, solar panel inverters, railways etc.).

Specialized Power Equipment Manufacturer Oracle Application Management Support

Business Requirement

- ➔ Required a highly productive, low cost Application management support structure to support Global Oracle Application Instance.
- ➔ Expansion in New Markets needed robustness and expansion of application footprint.
- ➔ Complex Manufacturing Environment paved way towards complex customizations, resulting in large number of problem tickets.
- ➔ Extended/ad-hoc Support in periods during Monthly, Half-Yearly And Yearly Closures

Intelligroup Solution.

- ➔ 24*7 Global Application Support.
- ➔ Services include Problem Ticket Resolution, Minor Enhancements, Oracle TAR follow-up and resolution, Troubleshooting Oracle & Manufacturing/Shipping Legacy System Interfaces
- ➔ Patch Management & Application Rollout planning & execution
- ➔ Upgrade Assistance & Test Automation Services (using Mercury Toolset)

Business Benefits

- ➔ Achievement of all implementation & cost containment targets over the 2 years support period
- ➔ Baselined process & SLA norms replicable across other IT systems
- ➔ Development of searchable solutions Knowledge Base, resulting in quicker ticket turnarounds
- ➔ Smooth integration of new users into the global platform