The Client

The Client is a world's leading printer and copier manufacturer.

Business Situation

The client is in the business of manufacturing and selling both low end and high end digital printers and copiers. The client is planning to implement Oracle E-Business Suite in its Mexican branch. Several medium to large legacy systems were handling the current business of the client's Mexican branch. There were separate legacy systems to handle inventory, order management, service contracts etc. The client wanted the implementation in a separate instance and in phases. The first phase was to implement Oracle 11i Order Management and Oracle Inventory. There client has several field service representatives through out Mexico to service the printers and copiers as per the service contract/agreement between client and customers. These service reps hold some inventory in their brief case to use it during the service. Since service contract system is still going to be in legacy system there is requirement of interface programs between legacy service contract system and Oracle Inventory and Oracle Order Management.

The Challenges

Following are the few challenges:

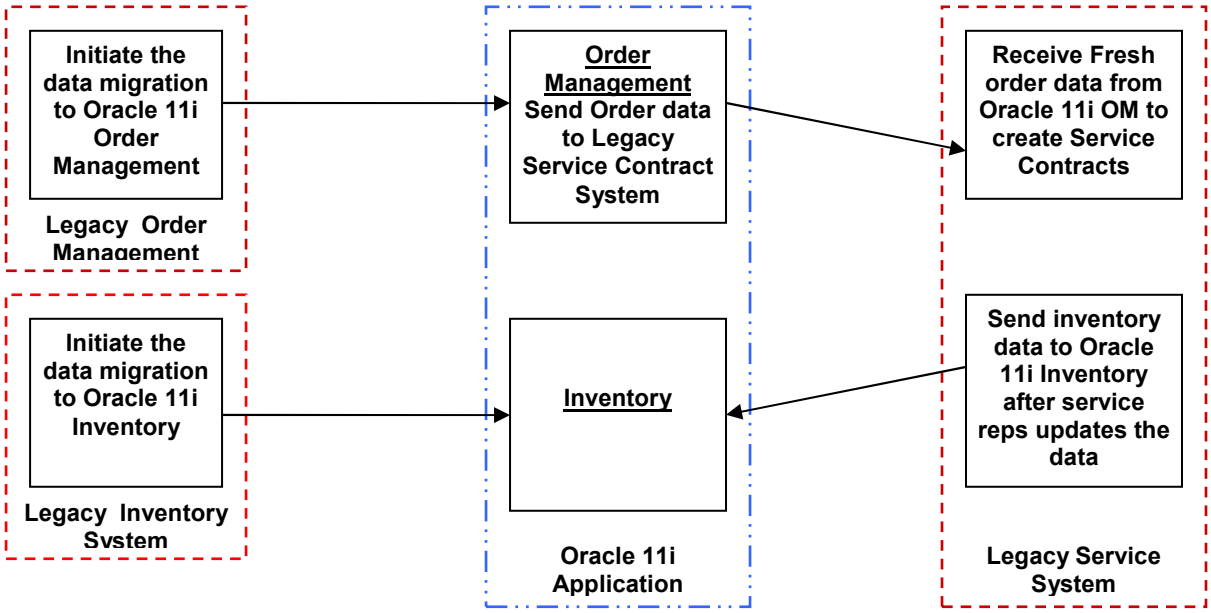
1. Implement Oracle Order Management and do the data migration.
2. Implement Oracle Inventory and do the data migration.
3. Need an interface between Oracle Order Management and Legacy Service Contract system to create service contracts for newly created orders.
4. Every field service representative's inventory brief case is considered as mobile sub inventory. So need to create new sub inventories in Oracle Inventory synonym to service representative's ID.
5. Every time when a service representative uses inventory during the service will come back to office and updates the inventory against his/her sub inventory in the legacy service contract system with service details. Need an interface

between Legacy service contract system and Oracle Inventory to update the inventory in Oracle Inventory.

The Solution

Helped the client by addressing the challenges by developing:

1. Implement Oracle Inventory and Oracle Order Management with setups.
2. PL/SQL interface program to get the existing sub inventory from the legacy system and create it in Oracle Inventory.
3. PL/SQL interface program to get the existing items from legacy inventory system and create it in Oracle Inventory using standard API.
4. PL/SQL interface program to get the existing orders from legacy order management system and create it in Oracle Order Management system.
5. PL/SQL interface program to get inventory transaction by field service technicians from service system (legacy) and interface it with Oracle Inventory.
6. PL/SQL program to extract the cost data of inventory items from Oracle Inventory to legacy inventory system.
7. PL/SQL program to send order information from Oracle Order Management to legacy service contract system.
8. A form to enter inventory substitute chains with available inventory.
9. Error reports, forms, and programs to store & transact client specific data for the above interfaces.



Business Impact

1. Utilized Oracle 11i Application functionalities to better manage business.
2. Towards integration of several application modules in one system/instance rather than old system with multiple legacy system.
3. Step closer integrate into global business.

Value Adds

Tightly integrated ERP system, Oracle 11i Application, with real time data between modules and lesser interfacing errors .

The Technology

- Oracle 11i Applications
- Oracle 9i
- SQL, PL/SQL
- Developer 6i
- Unix/Windows