



**Client Profile**  
NeoPhotonics is a leading provider of integrated circuit-based modules, components and subsystems for use in optical communications networks



# Manufacturer of Components for use in Optical Communications Networks

## Oracle Application Management Support

### Business Requirement

- ➔ The need to reduce Ongoing Oracle Application Support and Maintenance Cost.
- ➔ The need for Business Process Standardization And Efficiency.
- ➔ Better Turnaround for Issue Resolution.
- ➔ To increase User Adoption for Oracle ERP system

### Intelligroup Solution

- ➔ SLA Driven Support Engagement.
- ➔ Problem Ticket Management.
- ➔ Minor Enhancements And Technical Development.
- ➔ New Functionality Implementation within existing modules.

### Business Benefits

- ➔ Improvement in user support – huge backlog of tickets eliminated within the first few months of the engagement.
- ➔ Rapid turnaround of Major Enhancements leading to business process automation & efficiencies (MES migration, Agile & MES Interfaces, IR/ISO extension, etc)
- ➔ Increased User Adoption for Oracle ERP system.