

Client Profile

An industry leader in the home medical products market. It manufactures Wheelchairs, Mobility aids, home care beds, Nebulizers, sleep therapy products and associated medical supplies.

Industry Leader in Home Medical Products

Oracle Application Management Support

Business Requirement

- ➔ The Complex Plan-to-Manufacture and Orders-to-Cash process required a very optimized and flexible Application Support structure to respond & resolve problems quickly.
- ➔ Need for Extended Arm to utilize skilled Resources for more strategic Organizational activity
- ➔ Improved SLA performance over the previous model and rapid flexibility in staffing needs tracking the implementation targets and timelines

Intelligroup Solution.

- ➔ 24*7 Global Application Support.
- ➔ 2 Onsite and 10 Offshore Resources
- ➔ Services include Problem Ticket Resolution, Minor Enhancements, Oracle TAR follow-up and resolution and troubleshooting Oracle & Manufacturing/Shipping Legacy System Interfaces
- ➔ Fixed Price/Scope engagement

Business Benefits

- ➔ Seamless Application Support team with smooth transitioning of tickets from Infrastructure, Application & Development teams
- ➔ Improved Service Levels driven by tough SLA norms
- ➔ Business Analysts freed to concentrate on defining Enterprise IT Strategy