

# oto Consulting Services inc.

otoPortrait<sup>mc</sup>

1. **Industry:** High Tech
2. **Sector:**
3. **Annual budget:** 250 M\$ in 2004
4. **Number of employees:** 1200
5. **Offices:** 20 branches around the world including the Americas, Europe, Africa, the Middle East and Asia
6. **Competition:** Various IT recruiting firms
7. **Modules:** Oracle e-Business Suite release 11.5.10.2 (Financials, Distribution, Logistics, CRM, and Manufacturing), Oracle database version 10g
8. **Type of service:** Functional support

## Challenges / Problems

**Our Client's** internal team was unable to ensure regular monitoring of issues related to its Oracle environment. Result: About 80 incidents ("tickets") accumulated unresolved! In addition, **Our Client** had to add to its Oracle team - composed of a dozen people across the world - linguistic and functional expertise that it lacked in North America.

## Details

**Our Client** operates several offices throughout North America. This requires a physical presence of an Oracle specialist in some of these offices, and also one who has the flexibility to travel internationally. The **oto** Oracle specialist must also integrate into the multilingual and multicultural team.



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## Solutions / Project Description

In the span of 2 months, the **oto** Oracle specialist reduced the number of incidents from over 80 to less than 10. Today, that number is maintained between 2 and 4.

The **oto** Oracle specialist is the logistics lead for North America at **Our Client**. He must, as part of his functions, verify and validate existing business processes and organize the approval of new processes to end users. He also participated in **Our Client's** database migration project to a separate server so as to disconnect itself from its parent company's server. The project was completed in 6 months and in compliance with the deadlines.

The **oto** Oracle specialist assists **Our Client** in carrying out ad hoc projects e.g. implementation of the Quality module, the introduction of new features, and the daily support of the distribution management, logistics and manufacturing modules; as well as the support of their integration with the financial management modules.

The **oto** Oracle specialist is also responsible for supporting CRM modules. Additionally, he provides post-implementation Oracle support and end user training for the client's New York office.

## Benefits

**Our Client** has realized many benefits by teaming up with **oto**:

1. Improving the quality and level of service to its internal Oracle users by reducing the number of incidents from over 80 to less than 5;
2. The availability of functional and linguistic expertise;
3. The management of technological transitions by facilitating the implementation of Oracle modules, by supporting its Oracle environment and facilitating the transfer of knowledge through practical and tailored training for its users.



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## **About oto Consulting Services Inc.**

Founded in 1991, **oto** Consulting Services Inc. is a firm of senior specialists known across Canada for their Oracle e-Business Suite delivery capabilities. **oto** employs approximately thirty (30) full time senior consultants, who possess the full spectrum of professional services associated with the implementation, knowledge transfer and post implementation support of the Oracle e-Business Suite.

## **oto contact:**

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