

oto Consulting Services Inc.

otoPortrait^{mc}

1. Sector:

2. **Industry** : Building Products

3. **Originally Founded** : 1957

5. **Revenue**: 650 Millions USD

4. **Number of Employees**: 700

5. **Oracle Business Processes**: Order-to-Cash, Procure-to-Pay, and Process Manufacturing

6. **Oracle Modules**: e-Business Suite 11.5.10 on 9i Database, Order Management, Process Manufacturing, Inventory Management, Shipping, Procurement, and Financials

7. **oto Services**: OMS - Functional (Onsite Managed Services), RMS – Technical (Remote Managed Services), and System Improvement/Integration Services

Challenges :

- Return on Original Investment is low and TCO is high.
- Upper Management is not obtaining accurate information from the system.
- The Financial Team finds it difficult to produce reports promptly and effectively.
- Oracle is not processing the ongoing operational transactions properly.
- Users are very frustrated since they do not know how to use the system properly.
- IT Team is having difficulty dealing with the nature and volume of support issues.

Solution:

- Re-Architect Oracle to ensure it is properly aligned with the current/planned business processes.
- Increase the level of self-sufficiency among the Oracle User Community.
- Enable the ability to extract accurate reports, quickly and effectively from the Oracle System.
- Ensure that all operational transactions are processed effectively.
- Realign the Help Desk to ensure prompt and effective support to all Users.

Plan:

- Transition the current support from Sierra Atlantic to oto in 1 month.
- Set up the oto MS Proprietary Infrastructure and Tools System.
- Reduce the 100s of existing support tickets to an acceptable level in 6 months.
- Address key Executive and Operational Stress Points immediately.
- Analyze the key pains and understand the vision, business initiatives and priorities.
- Document the current business processes and Oracle processes enabling the business processes.
- Determine the Oracle User Level of Competency to position a proper education strategy.

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- Provide an Oracle Road Map that will address all the challenges cost effectively within 24 months.

Results To-Date (06/25/08):

Within 9 months into the mandate, oto successfully has met their commitments by accomplishing the following:

- Transitioned smoothly from Sierra to oto in a tight 4 week period.
- Dropped the number of tickets by 80% and stabilized the support environment within 6 months.
- Reduced the monthly costs by approximately 20% and the number of external consultants by 50%.
- Eliminated the use of consultants in geographically remote areas and provide full local support.
- Increased overall moral in the IT Department due to the ease in pressure on the support tickets.
- Increased level of confidence that Oracle is the right system for Our Client.
- Revamped the Help Desk to ensure proper coordination/escalation between oto and Our Client's staff.
- Realigned key Oracle processes to satisfy the Executive demands for key priority reports.
- Performed ad-hoc education sessions with users to reduce key operations stress points.
- In the process of assessing the key pains and Oracle user competency levels.

Client Comment:

"We are quite pleased with the results to date and are happy that oto is our go-to-partner and trusted advisor in helping us realign our Oracle system" Director of IT.

oto Consulting Service inc.

oto is a consulting firm geared towards the E-business suite applications. We focus exclusively on the Oracle solutions and corresponding consulting services. Our services include primary implementation, upgrade, education, applications development, managed and integration services. We have been an ERP consulting services firm for 14 years, our consultants have a minimum of 7 years of Oracle consulting experience and we have tremendous experience in a various industries.

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