

# Thirdware Helps manage Oracle Configurations

## CUSTOMER

The Customer is a pharmaceuticals giant engaged in providing better health and greater access to healthcare for people and their valued animals. With an annual revenue of more than USD 48 Billion and with operations spread worldwide, they spearhead research and manufacture of generic and proprietary drugs globally.

## CHARTER:

Oracle Applications was chosen as the global financial application and was planned to be rolled-out across the globe, with the European Region to start with. After the pilot site launch which took almost 18 months, the need of the hour was to accelerate the overall roll-out process and also reduce the cost significantly. The objectives of this specific initiative of accelerating Oracle Roll-outs were:

- Enable parallel roll-outs of Oracle (multiple markets) to accelerate the global roll-out schedule
- Off-shoring project activities with significant reduction in costs enabling the onsite project team to focus on launch critical activities

Thirdware stepped in with the above objectives on hand and assessed that Oracle Configuration was a critical component of the launch schedule and needs a focused team to manage.

## CHALLENGE

Key Project Challenges included:

- Oracle Configuration as an activity required specialized skills and focused efforts. The activity was being carried out by onsite project teams as an added responsibility and not by a focused team with specific skills in configuring Oracle applications
- The concept of off-shoring was new to the project and the required processes and tools needed to be set up from scratch
- Lack of synchronized environments (project, testing, CRP, support etc)
- Significant re-work on configuration set-up as the multi-site single instance model of Oracle was not fully evaluated by the project teams in a focused manner and significant amount of manual effort was involved in configuration management.

## SOLUTION

Separation of oracle configuration as an activity which required specialized skills was substantiated by the number of issues that were faced due to improper configuration and due to the delays it caused to the overall project schedule. The quality of testing and training was also significantly impacted due to non-synchronized environments (project, testing, CRP, development etc).

Further, it was felt that Oracle configuration as an activity could be done off-shore with a significant cost savings. The other advantages were:

- Focused team to address configuration requirements could speed up the roll-out process. The team would work more on a factory/support model with defined SLAs.
- Parallel sites configuration can be undertaken since the team is independent of the onsite functional teams
- Configuration as an activity consumed a significant portion of the onsite project teams time and hence when relieved of this activity, the overall elapsed time for launching a site/market was significantly reduced

**Company**  
Pharmaceuticals Giant

**Location**  
Global

**Industry**  
Pharmaceuticals

**Solution**  
Oracle eBusiness Suite

**No. of environments**  
7

**No. of Sites**  
12

**Platform**  
Oracle

## SOLUTION

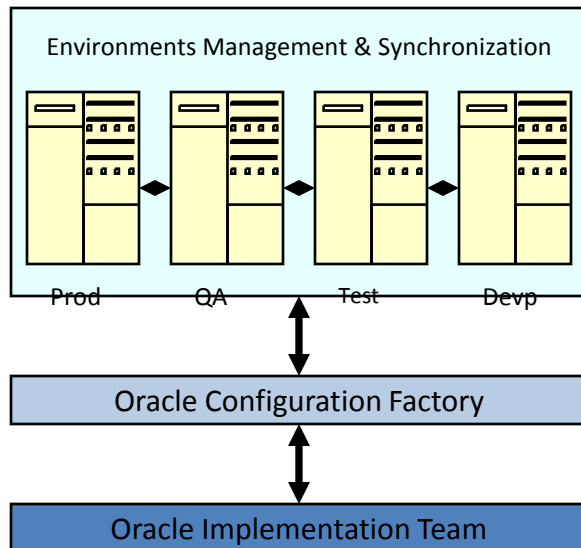
Thirdware quickly stepped on to this initiative and started the Oracle configuration activities with the objective of accelerating the Oracle roll-out schedule. The mandate was to quickly set up the off-shore model of Oracle configuration more as a service offering to the onsite project teams:

- Specialized Off-shore team focused on servicing Oracle Applications Configuration requests for different modules like O2C, P2P, R2R etc
- Automate components involved in Oracle configuration by using standard tools like Applimation and QTP to reduce the manual effort and overall time
- Identifying critical configuration objects in Oracle and ensuring that changes to the same are carried out after full impact analysis, thereby reducing errors

## RESULTS

Oracle Configuration Offshore Centre was functional/fully operational in 2 weeks. The overall time and cost of oracle configuration was reduced significantly enabling parallel market launches. The key results were:

- Definition of generic replicable model of oracle configuration which requires minimum modification from site to site
- Significant reduction in configuration errors (error ratio was reduced from 20% to 3%)
- Established standard process of Oracle configuration:
  - Using ticketing software for ongoing configuration change requests
  - Standard Operating procedures for the configuration team
  - Single point of Contact for all configuration requests
- Established built in controls in the oracle configuration process wherein
  - Critical objects configuration change are done with additional controls
  - Formal QA and approval process established for all Configuration changes
  - Automated comparison to ensure synchronization of various oracle environments like testing, project, training and production etc



## BENEFITS

The Off-shore Oracle Configuration Competency Centre addressed a number of key issues in the oracle implementation project and enabled parallel launches of Oracle seamlessly. Some of the key benefits were:

- Off-shore based Oracle roll-out model where-in the onsite project time was significantly reduced leading to savings in overall launch time and cost.
- Enabling parallel launches in multiple markets
- Significant automation of oracle configuration efforts by using tools like Applimation/QTP etc thereby reducing the overall time and also the errors in configuration
- Formal QA and Verification process for any configuration change leading to better compliance
- Synchronized environments (project, testing etc) leading to more efficient testing, training, simulation etc

*Study prepared by Thirdware in cooperation with customer*



ON TIME. WITHIN BUDGET.

## Thirdware Oracle Practice Fast Facts

- » An experienced team of Technical & Functional Consultants
- » Strong Industry Exposure
- » Ready Fit Tasks Team for Roll Outs

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