



## Case Study

# Managed Support Services for a Global Bank

One of the world's top five banks by total assets required global support coverage of their Oracle ERP and PAAS suite of products.



ORACLE

Partner



# Global Investment Bank

Global rollout of Oracle Cloud ERP & EPM needed supporting

## Overview

We were awarded the support contract for one of the world's top five banks by total assets. They had gone live with Oracle Cloud Financials, Accounting Hub and a Data Hub, and wanted a cost-effective round the clock support service for the new Oracle Cloud platform.

### Questions we answered were:

- How difficult would the transition be?
- Will the quality improve after outsourcing support ?
- How much costs would it really save?
- Will this unlock time of bank's senior management for them to focus on strategic work instead of support?

They wanted a support partner to manage the Oracle ERP suite of products plus provide 8x6 support coverage for their operations in UK, Belgium, Netherlands, Spain, Italy and Ireland, Singapore, Hong Kong and 8x6 support coverage for US hours.

- Top five global banks
- Global presence with initial rollout in Europe, America and APAC
- Transitioned from EBS to Cloud
- Their internal IT support team to focus on strategic projects instead
- Stringent SLAs with the business for generating daily P/L position
- Complex solution with PAAS database integrated with Murex, Moody, Finastra LoanIQ, Bloomberg to name a few
- Quarterly upgrade testing
- 30 mins response time for high priority issues

# Challenges

To have robust support to ensure the bank could focus on its business and strategic initiatives



Timely access to management information



Break-Fix (Corrective Maintenance), Patch/System upgrades (Adaptive Maintenance)



Faster and reliable data uploads



Continuous Improvement in Application Maintainability (Preventive/ Perfective Maintenance)



Creation of knowledge repository



KPIs for Reaction time, Resolution time, Root Cause Analysis time, Problems resolved on time, Change Management Effectiveness, Defects Identified in Production, Recovery of applications per Recovery Time Objectives for OCI PAAS and integrations

# The Solution

## Customised Levels of Support



L2 & L3 Production support, bug fixes and enhancements



Collaborating with Oracle on critical production fixes related to month end closures and other regular issues

## End to end Integrations support



Extended support for end-to-end Integrations with Oracle General Ledger, including their integration middleware and integrations with Murex



Application Support, Service desk Operations, Incident Management & Service request, Problem management.



Change, Release and Configuration Management, Database administration and Environment

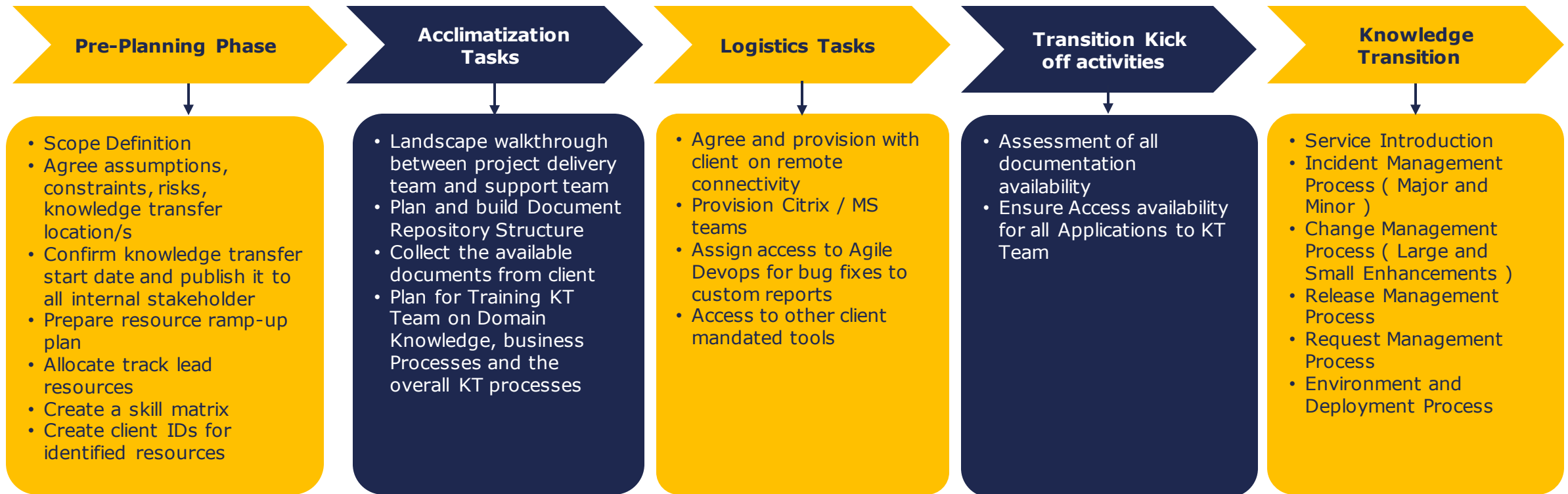


Critical fixes due to incompatibility arising out of upgrade



24\*7 monitoring of Service requests for critical issues in production

# Our transition plan we applied to take over support work from incumbent



**Kick off (Warranty Period)**

**Week 1**

**Week 3**

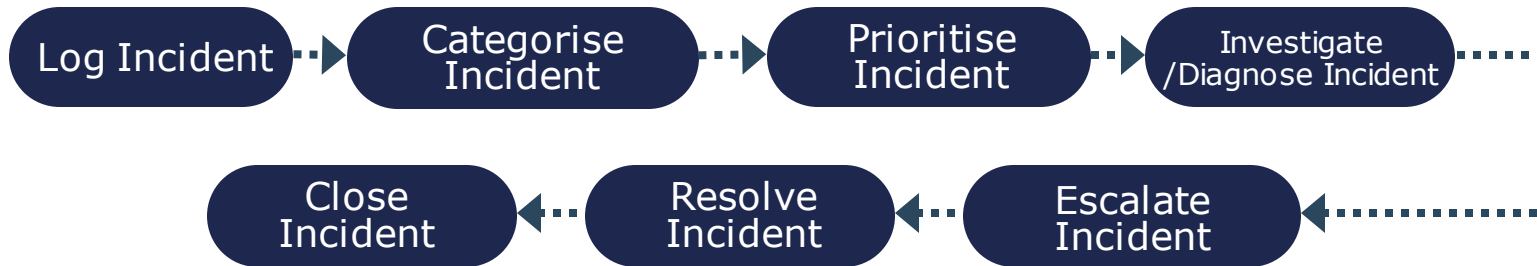
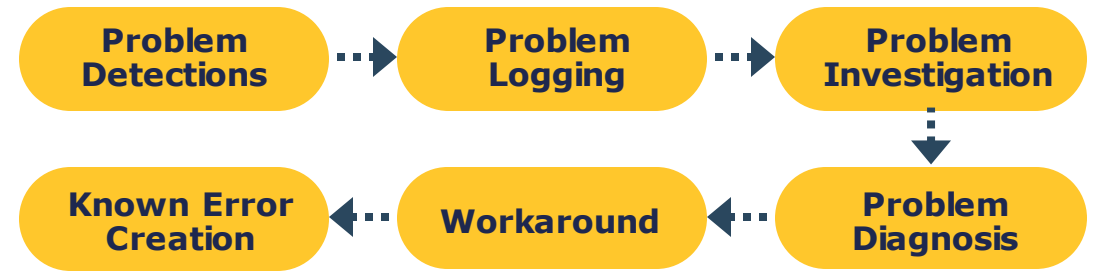
**Transition Complete**

- As per our plan we will retain the existing members of the Onsite team
- The KT Sessions will have reverse KT session to onsite team



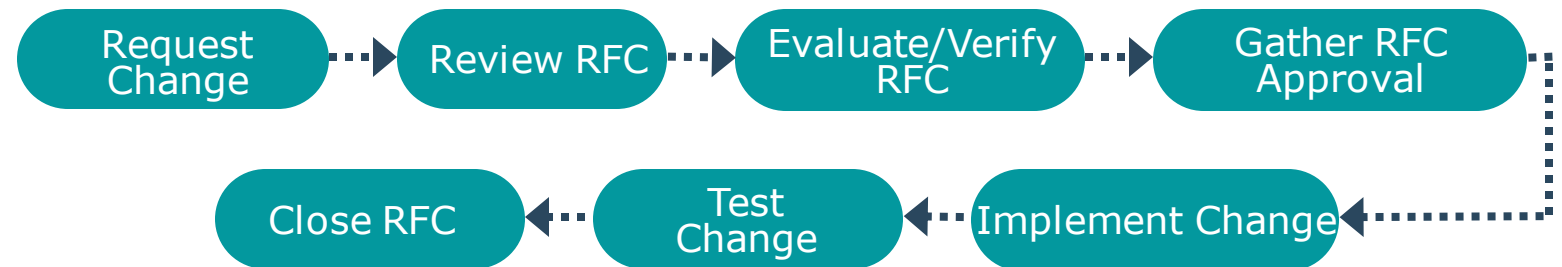
# Workflows we implemented

Problem Management >



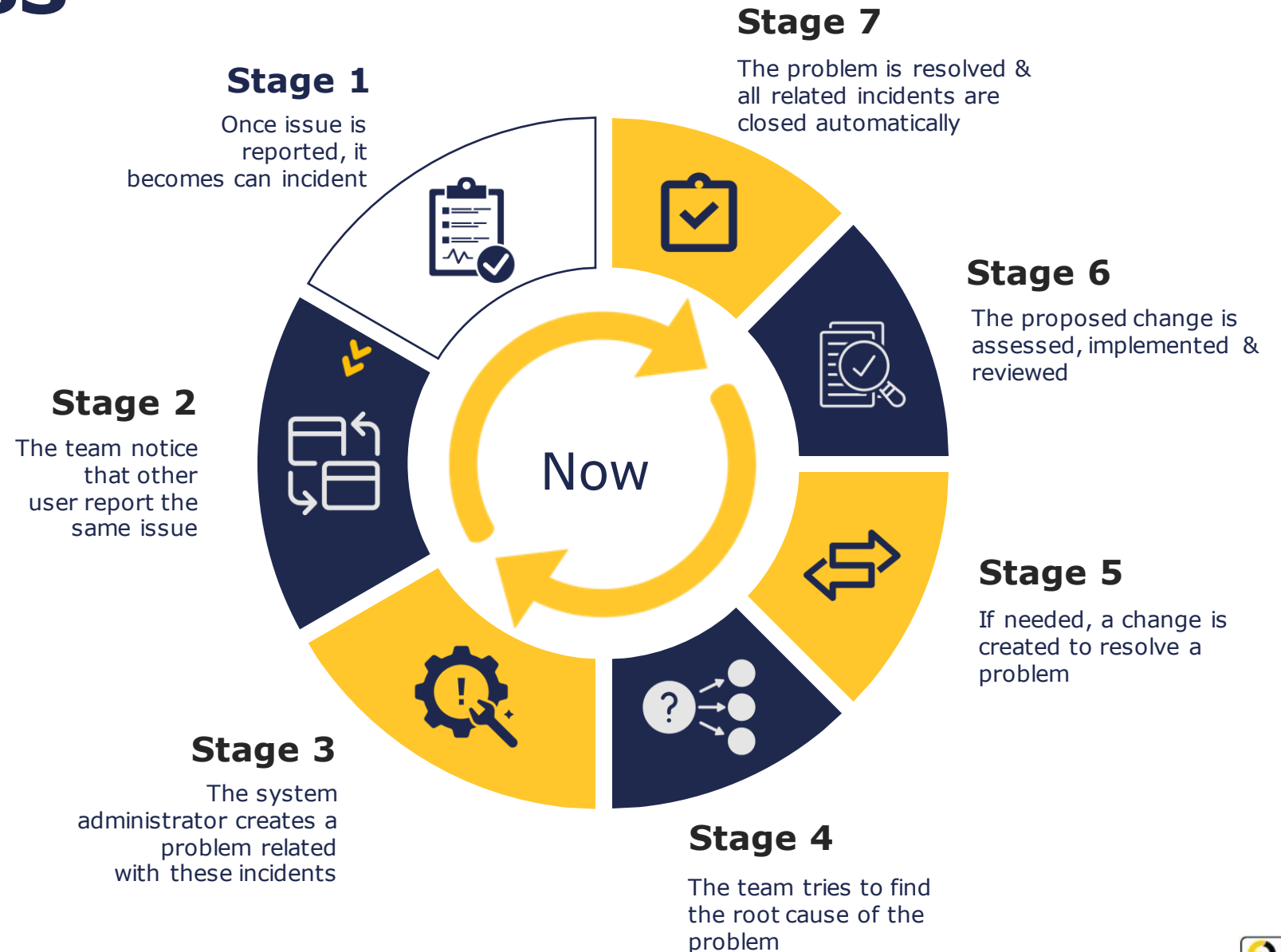
< Incident Management

Change Management >



# The process we follow

How it all works in **Real Life**



# Impact



Improved month end financial close process by reducing the close cycle



Accounting rules and integration to Murex, Treasury and other systems using Accounting Hub Cloud Services (AHCS) and Oracle PAAS Data migration from Oracle EBS to Cloud ERP within a week using our accelerator.



User manuals and guided training videos across all key business processes for change management



Dashboards such as Spend Analytics, Asset reconciliation report which have contributed to significant cost savings



Cost reductions by automating bank statement and balance sheet reconciliations using Oracle EPM Oracle Account Reconciliation Cloud (ARCS)

# 100%

SLA Adherence



- ✓ Implement ITIL processes for Incident, Problem, Change etc.
- ✓ Improved incident response and resolution : Consistently met SLA targets and provide 24x7 support for critical processes
- ✓ Zero customer escalations during transition & Steady State
- ✓ 70% Effort Savings during quarter end due to testing automation & continuous improvement





## What do customers value in our partnership?

Our solutions are designed with a **customer first** approach

We take care of **end-to-end implementation** and offer comprehensive support service

We are **proven, trusted partners** of top-tier companies across sectors such as finance, banking, insurance, and retail



ORACLE | Partner

*Our experience in transforming mission-critical applications for **Fortune 500 companies** including finance, banking and insurance, and retail companies across the globe makes us one of the leaders and trusted partners for Oracle Cloud implementations.*

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