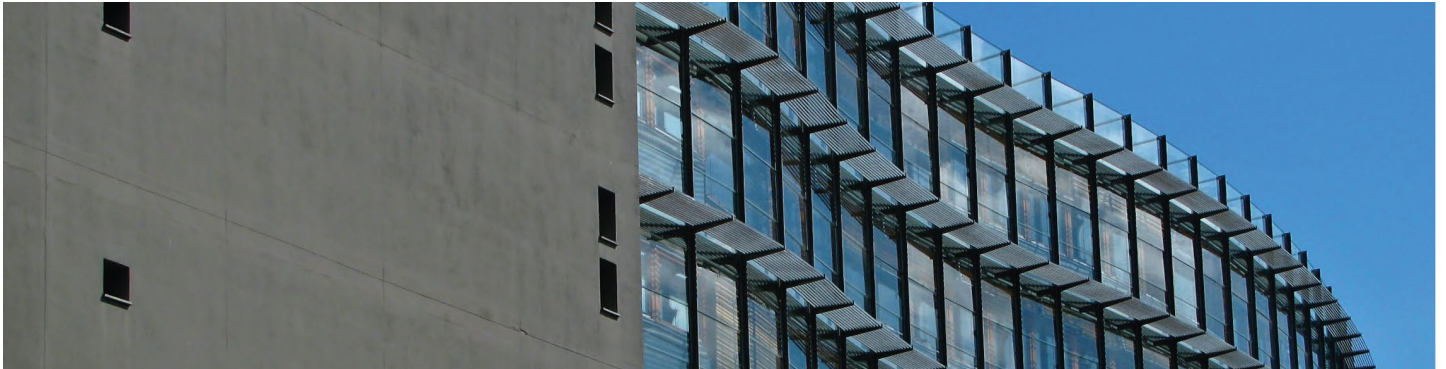# CASE STUDY

Unifying Disparate Systems with E-Business Suite

INTRODUCTION

This client is one of Australia's leading manufacturers of aluminium windows and aluminium doors, supplying the residential, commercial, high-rise and monumental building and construction markets, Australia-wide.

Headquartered in Brisbane, this firm manufactures and sells products to an extraordinarily diverse customer base, ranging from families building their own homes to huge construction companies and even luxury yacht manufacturers.

REQUIREMENT

With 2,400 staff working across its many different divisions and disciplines at multiple sites and branches across the length and breadth of Australia, IT procurement was previously managed by each division's IT managers, which had led to mounting complexities in managing legacy systems for sales order processing and manufacturing.

Consequently, company-wide systems integration was a mounting challenge that the organisation urgently needed to overcome.

The firm centralised its IT function 18 months ago and appointed a new CIO to establish and manage its future IT strategy through a period of significant change and disruption and competition from cheap overseas exporters.

The firm was looking to extend and unlock some of the capabilities of Oracle E-Business Suite, which it was already using for supply chain and manufacturing in its glass business, as well as at head office in Brisbane for financials. The firm was also looking to unlock some of the advanced and modern functionality that was available in the later versions of its chosen Oracle platform. The company also needed to achieve consistency on some of its core processes across the company, with more focus on improving the efficiency of its operations.

CLIENT
Glass & Aluminium Manufacturer

APPLICATION
Oracle E-Business Suite

INDUSTRY
Manufacturing

SOLUTION
Implementation, Training and Change Management

ORACLE® Platinum Partner

CASE STUDY

THE SOLUTION

The organisation had previously worked with Oracle Consulting to implement the previous version of Oracle E-Business, but it took the decision to work with an independent service provider this time around and the company set up a steering committee that included its CIO, finance function and a senior management decision maker, whom after some initial scoping and research, put the project out to the market to tender.

Prescience Technology was the winning vendor after the tender process wrapped up and all the vendor evaluations were completed.

"Prescience was selected due to a very strong and competitive tender response, as well as solid references in relevant large capital-intensive industries to our business," said the Director of the firm.

Prescience successfully managed the company's upgrade to Oracle E-Business 12.2.5 and provided full systems testing, which went extremely well.

The Oracle program and project management and training services specialist offered training to the company's 1,000 active users, to ensure the transition to the new version went seamlessly for the firm's long serving workforce. Its workforce can be resistant to change, particularly when it involves introducing new technologies that replace skilled manual processes and automate tasks, that some have been doing for decades for the company.

"So far, the feedback on the new Oracle E-Business system and the training Prescience provided has been very positive," said the firm's CIO.

BENEFIT

The firm has been able to unlock future-proof functionality and advanced capabilities that the new Oracle E-Business system offers and it has been able to integrate the platform across the entire organisation's group of companies now.

Instead of its disparate ERP systems operating in divisional siloes, Oracle E-Business suite now runs seamlessly across all four functional business units: Aluminium Products, Glass Products, Façade Solutions plus Windows and Doors as well as its head office functions. This has simplified and improved companywide reporting, as well as automating many processes that has saved significant time and resources and has improved the overall efficiency of its business units.

"Prescience has built a very strong foundation in terms of their relationship with us and have proven their capabilities, enabling them to bring clarity to this project," said the firm's Director.

NEXT STEPS

Prescience is now working with the company on phase two of this project; to replace its legacy systems for sales order processing and manufacturing, a second project that it has also been successfully awarded by the Brisbane firm.

With phase two of the project, a crucial element of the project is change management, due to its long serving and sometimes resistant workforce, this is something that the firm had to manage particularly carefully. Therefore, Prescience is assisting the firm with the change management process, along with some other specialist partners.

To find out how Prescience Technology can help optimise, support and sustain your ERP investment, call us on 1300 086 816 or email info@prescience.com.au

www.prescience.com.au