wep solutions Uses Timely Data to Improve Call Turnaround Time and Monthly Close

wep solutions
Bangalore, India
www.wepsol.in

Industry:
Professional Services

Annual Revenue:
US$27.1 million

Employees:
245

Oracle Products & Services:

Oracle E-Business Suite
  Release 12
Oracle Financials
Oracle Field Service
Oracle Service Contracts
Oracle Sales
Oracle Purchasing
Oracle Inventory Management
Oracle Install Base
Oracle Business Accelerators

"The Indian IT services market is competitive, and providing good service keeps us ahead of the pack. Oracle E-Business Suite Release 12 provides us with the key data we need to offer a high level of service to our customers and protect our revenue."
– Venkataramanan P, Head of Finance and Information Systems, wep solutions

wep solutions India (wepsol) offers technology systems integration, managed printing, and security product distribution services. wepsol's Managed Printing Solutions division installs, monitors, and maintains printers and supplies consumables to customers who pay a fee for each page they print. The company's Infrastructure Management Services division offers IT infrastructure management and monitoring, network design, information security, and compliance consulting services; while its Select division is a value-added distributor of security, storage, virtualization, and WAN acceleration products. It employs 245 staff and has 12 offices and 16 warehouses across India.

Up until mid-2009, wepsol was using a legacy enterprise resourcing planning (ERP) system to manage its financials, distribution, servicing, ordering, billing, and inventory functions. The system was integrated with an in-house-developed Web application used for ordering, billing, service, and detailed reporting.

"Our business has grown significantly over the past few years and the ERP system was reaching the end of its life," said Venkataramanan P, head of finance and information systems, wepsol. "We needed a scalable system that was well supported and would integrate more easily with our front-end application."

In 2009, wepsol engaged Oracle Partner Chain-Sys Corporation to deploy Oracle E-Business Suite Release12. The company rolled out Oracle Financials, Oracle Field Service, Oracle Service Contracts, Oracle Sales Orders, Oracle Purchasing, Oracle Inventory Management, and Oracle Install Base, using Oracle Business Accelerators.

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Key Benefits:

- Closed monthly accounts for the whole group within seven days
- Positioned to reduce call closure time with access to timely data
- Reduced credit risk by preventing customers from ordering products and services if they exceed their credit limits
- Used Oracle Business Accelerators to jump start the implementation for deployment within three weeks

Oracle E-Business Suite Release 12 provides more visibility over individual customer contracts, and reduces the company's credit risk.

"The Indian IT services market is competitive, and providing good customer service keeps us ahead of the pack," said Venkataramanan. "Oracle E-Business Suite Release 12 provides us with the key data we need to offer a high level of service to our customers and protect revenue."

Financial Reporting Faster and More Efficient

The company uses Oracle Financials to manage its general ledger, accounts receivable, and accounts payable for its three business divisions. The system gathers financial data from wepsol's head office in Bangalore, 11 branch offices across India, and one office in Singapore.

Oracle Financials enables accounting staff to close the monthly accounts for the entire group by the seventh day of the following month, and by the close of FY11, the organization expects to close by the fifth day of every month.

"We plan to provide financial staff and senior managers with key financial data earlier, so they can make faster and more informed business decisions," said Venkataramanan.

Call Closure Times to be Reduced

Oracle Field Service is used to assign and track calls through the company's Bangalore call center. A customer logs a call through the toll-free number or through a sales representative, who contacts the staff member nearest the customer.

"The system also automatically allocates calls to the right technical staff and engineers," said Venkataramanan. "Right now, we are looking at various ways to improve customer service by keeping better track of pending calls, therefore improving the turnaround time to service customers.

According to Venkataramanan, the company will do this by using the system to reduce the number of steps that are required to capture customer information so customers can be served more efficiently and won't necessarily need to call back.

This will help protect the company's revenue, particularly in its Managed Printing Solutions division where getting timely access to information enables technicians to solve problems faster, such as by helping to reduce printer downtime.

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"We can now provide as much information to the customer as possible during each interaction," said Venkataramanan. "We can also educate call center staff to use the system to close customer calls faster by capturing information in a more disciplined way."

Improved Asset Tracking

The company uses Oracle Install Base to track assets (such as printers, multifunction devices, and consumables) at the point of purchase from the manufacturer through to the time when they need to be replaced.

"We can now track the life of these assets over several years and gauge which assets are giving us the expected rate of return," said Venkataramanan. "For example, we may discover that a particular part on a printer model is failing frequently, and we can make a decision about whether to discard or keep the printer."

Oracle Inventory Management enables wepsol to track serial numbers on every piece of equipment the company sells, including PCs and laptops, printers, multifunction devices, security software and hardware; as well as its own office equipment.

"We have many machines at customer sites," said Venkataramanan. "Oracle Inventory, for example, enables us to identify the exact machine that may be causing a problem, and we look to address the issue much faster."

Customer Credit Tracking Protects Revenue

Oracle Sales Orders enables wepsol to prevent customers from ordering products and services if they exceed their credit limits. This reduces the company's credit risk, particularly in its high volume distribution business.

"Customers have to pay their invoices within a certain period or the products are shipped back to the vendor," said Venkataramanan. "We can easily identify and chase down customers that are not paying on time to eliminate the risk of credit defaults. Previously, customers didn't have credit limits."

Easier Access to Contract Information

Oracle Service Contracts is used to capture all aspects of contracts with clients, including the contract period, responsibilities of each party, pricing plan, type of bills that the customer receives, and the number of service calls requested by the customer.

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"We now have all contract information in one place, so that anyone can search and find the most up-to-date information relating to any contract, which will enable us to serve our customers more efficiently," said Venkataramanan.

"Previously, staff had to switch between multiple systems to find the information they required."

Faster Implementation with Standard Methodology

During the implementation, Chain-sys Corporation used Oracle Business Accelerators, a set of best practice methodologies that enabled the company to deploy the solution faster. Oracle Business Accelerators helped jump start the implementation for deployment within three weeks, ensuring it was completed on time.

Why Oracle?

The company considered many ERP systems before deciding to deploy Oracle E-Business Suite. According to Venkataramanan, Oracle and Chain-Sys Corporation did the best job of demonstrating how the solution could handle wepsol's complex managed printing business.

"Oracle E-Business Suite was the best solution to accommodate the flexible billing plan we offer customers, where every pricing plan is made-to-order," said Venkataramanan.

"We were really convinced by Oracle's methodology and approach to solving our problems."

Implementation Process

The company engaged Chain-Sys in April 2009 to work with its own IT team to deploy the system. By July 2009, wepsol had deployed Oracle Financials, Oracle Field Service, Oracle Sales Orders, Oracle Purchasing, Oracle Inventory Management, and Oracle Install Base. Oracle Service Contracts was deployed in May 2010.

During the deployment of each module, Chain-Sys Corporation used its own tool to update the Open data into the Oracle database.

Chain-Sys Corporation's experienced and certified consultants worked closely with the wepsol's IT staff at every stage of the deployment and ensured the systems were stable, especially given the complex activities involved in the printing business processes.

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