

## Case Study

### EDI Audit: Italian First-Tier Supplier – Oracle Applications

*This case study addresses the EDIAdmin assessment of the EDI enablement process for an Italian company focusing on order to cash, including the ability of the company to accept demand replenishment schedules and releases in addition to discrete order processing. The company operates Oracle Applications 11i Family Pack G in a Multi-Org environment.*

#### **Situation**

The company currently utilizes an online hosted web-form service which allowed the company to implement a manual solution with file integration capabilities for a single trading partner. The process cost the company 250% more than the support of other companies, and the company was not able to capture the inherent benefits of integrated EDI exchange.

The primary concerns of the company included the following:

- Can our company meet our customers' EDI implementation requirements?
- Can our company implement EDI in an automated and supportable fashion with Oracle Applications?
- Can our company undertake the initiative to implement EDI, and what other projects will spawn from this?
- What are our options?

#### **EDI Audit Process:**

##### *Business Review*

Through interviews with business stakeholders, our EDI audit process allows us to identify opportunities and weaknesses often overlooked in a production support environment, as well as for companies entering the integrated B2B environment. This audit included representatives from executive management, order management, sales, accounts receivable and IT. The interview process took less than an hour from all but the order management responsibility. Targeted questions and an adaptive goal of providing the best solution for the company allowed for expedited information exchange. A facilitated session with stakeholders toward the end of the discovery process allowed for the cross-functional communication of issues, communicate strategy and a means to define business priorities.

##### *Technical Review*

Interviews with IT staff supporting the Oracle Applications environment allowed for a more substantial assessment of the team's technical capabilities to support a solution post-implementation. In this case the team was very small and support oriented, but certainly competent to support an integration solution in-house.

The technical review also included a review of development done in corresponding modules in Oracle Applications, particularly around customizations done in the order management interface and the custom application of business rules.

##### *Analysis and Summary*

The EDI Audit process allowed for multiple options to achieve the initial goal of integrating EDI transactions as requested by the end customers. With each of these options a breakout of the business advantages were outlined, and the implementation and support efforts were estimated. With in-depth knowledge of Oracle applications we were able to identify 3 alternate solutions for release management, one of which did not require the full implementation of release management with the Oracle Applications Suite. Opportunities to implement additional transactions with other customers and a primary vendor surfaced.

As part of this analysis an outsourcing readiness review was delivered, providing the customer with a bulleted list of opportunities, benefits, risks and costs associated with a fully outsourced solution.