



## About Intellisoft Technologies

Intellisoft Technologies is a consulting and software solutions provider for renowned brands across the world. Our on-site and offshore software development centres, our dedicated solution architects and focused approaches never give our clients an opportunity to detect shortcomings. Our suite of business strategies and solutions never fail to deliver a wholesome experience in the ever versatile digital world.

We consistently make efforts to find new customers whose needs we can fulfill. But, hunting clients is not our sole intention. Rather, we strive to build a trustworthy image of ourselves in the highly competitive software market



**“Reducing customer effort is our priority”**

## Client Profile

The client is a renowned group of companies in the Middle East. Their business flourishes in several sectors including Warehouse, Residential, Health Care and Hospitality. The catering services of the hospitality group was our client. Founded in late 2000, it employs more than 10,000 people. They specialize in serving ready to eat products, ready to cook products, outdoor catering, corporate catering, chocolate products, facilities management and much more



## The Situation

This catering service company was using a disintegrated ERP system when they sought the consulting service of Intellisoft Technologies. The client wanted an on-premises integration of this disintegrated ERP system and Oracle E-business.

At first, the ERP system upgrade was implemented by another vendor. But, the execution failed to deliver the impact that the client expected. The client identified the deliverables and capabilities of Intellisoft Technologies that suited their business domain and conferred the order on us.



## The Challenge

Once Intellisoft Technologies took over the project, we realized that a lot of data duplicates existed in the system. Since we genuinely care for and attend to minute details in data integration, we suggested certain procedures to the client. Although this was not a part of the scope, we recommended business processes that can lead to tangible deliverables.

The people we had to work with belonged to the Middle East. Their language and culture was something very difficult to understand. We had to train a few local people who understood and spoke English. They, in turn, trained the employees of the catering conglomerate. Although differences in culture and language were impediments initially, we overcame the problems to successfully complete the project.

## The Earlier Practices

The client used Excel spreadsheets to record receipt, issue, transfers and consumption in the operational arena. Data regarding finance was entered manually in financial manuals.



## What We Did?

Although it was a mere migration activity (from Oracle R12 to Fusion), we concentrated on such intricate financial frameworks as well. We brought about an interface between the payroll and finance team. The integration of data was implemented in R12 after which the migration process to Fusion was initiated.



## The Outcome

- The operations and finance departments began to get a synchronized statement due to integration of data from Oracle E-business and ERP system.
- Manual intervention was completely eliminated.
- The senior management got timely data regarding inventory and finance online.
- The payroll process was simplified.
- Workflow was enabled in Oracle E-business Fusion. This allowed the client to identify the transaction or document status at all times. This was not possible with the ERP system that was used earlier.
- Our custom-made dashboards enabled in the generation of insights that facilitated quick decision-making.
- The distinct feature of this project was the process streamline. If any payment was pending, an alert would be sent to the Accounts Receivable executive. In case of inaction, the issue would be automatically escalated to the senior official. This process is continued until appropriate official measures are undertaken, the payment is received and the receipt gets closed

