

Implementation Methodology Clears the Way for Komori's Oracle Implementation Phase II



Client

Komori America Corporation (KAC), is the distribution and service arm in North America for Komori Corporation (KKC). Headquartered in Tokyo, KKC has companies worldwide to support the printing industry with manufacturing and distribution. The main product sold in North America is sheet fed presses, though KAC is a specialty manufacturer and distributor of printing systems. KAC is located in Rolling Meadows, IL, and after more than 20 years in business, sales have reached about \$200 million.

Executive Summary

In April 2007, Komori America went live with phase 1 of their Oracle implementation using another consulting vendor with modules ranging from financials (AP/AR/GL) to inventory, projects and pricing. A year later, there remained issues regarding the adoption of phase 1 (esp. with sales staff and service technicians) and some as well as some functional and technical issues (e.g., wireless connectivity). Phase 1 completed in June, 2008, and successfully provided the following services to the client: implementation of Oracle Depot Repaire, creation of a new pricing availability form, correction of customer issues in order management, providing a change management resource to facilitate application acceptance, communication and training, assisting with data quality management issues, and support where needed. Following this success, The Revere Group was awarded a Phase II contract for additional functionality.

The Phase II engagement consisted of implementing Oracle Time and Labor, Oracle Internet Expenses, developing custom extensions for their technician and sales portals, and providing a workable solution for credit card processing. We were also engaged to provide guidance and direction in change management and produce custom training solutions. We again provided support on several additional general support issues.

Business Challenge

The client had a number of unique requirements for their Time and Labor and iExpense configurations. Most significantly, they required integration with their service module and audit ability for both payables and service managers. Neither of these items had acceptable out-of-the-box solutions. The sales and technicians portals needed self-service modifications, which require Oracle Applications Framework code changes, rare niche for programmers today. The 'best practices' solution for credit card processing would require either a full implementation of iPayment, or not installing iPayment. The client already installed iPayment as part of their e-Business suite, but was not interested in full implementation of the module just to process a few monthly (at present) credit card transactions. Preparing their staff to embrace and be competent to handle these significant process changes was crucial as well.

Solution

The client hired The Revere Group as their trusted advisor to implement solutions for these items and support the change management effort. The majority of the Oracle Module implementation challenges were handled with standard Oracle setup solutions. The more determined obstacles were solved with custom reports, timecard modifications, OA Framework customizations, and Oracle service request assistance. The portal modifications proved to be a bit more than we expected. The clients' expectations grew as they were presented with some of the potential solutions, and working with OA Framework customizations with Oracle developer proved to be a difficult learning process.

Results

The team pursued the effort, and with cooperation and partnership of the client, successfully resolved all the issues that surfaced. Change management worked through and around solution bottlenecks for training, and communicated relevant information and assurances to client staff and stakeholders to keep them positive and involved in the project through its successful completion.



For More Information

For more information about The Revere Group's services and solutions, call 888. 4REVERE.

About The Revere Group

The Revere Group is a North American Business Unit and a majority-owned subsidiary of NTT DATA, a multinational organization.

Founded in 1991 and headquartered in Chicago, The Revere Group is a leading global business and IT solutions consultancy that specializes in assisting high performing mid-tier and fast growing companies. Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success. Revere focuses on five key business challenges to increase your business agility and bottom line results: [Operational Efficiency](#), [Analytics and Collaboration](#), [Interactive](#), [Enterprise Platforms](#) and [Managed Services](#).

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The Revere Group

Service Excellence

The Revere Group is a leading global consultancy dedicated to delivering business and IT solutions. Revere focuses on helping organizations improve their financial and operating performance through the combined application of technology, people and process.

In an industry marked by innovation and change, organizations can look to Revere for its senior consulting model, strong business and technology expertise, and client-focused project management methodology.

In addition to providing clients with world-class solutions, Revere is dedicated to the highest service standards. Vast experience in providing end-to-end solutions in diverse industries and platforms means Revere can deliver measurable results and exceed expectations. Additionally, knowledge and expertise with proven onsite, offsite and offshore methodologies and execution processes has established Revere as an industry leader in the marketplace.

Industry-leading Outcomes

Revere brings vertical industry market knowledge to help Healthcare, Manufacturing & Distribution, Entertainment, Financial Services, Insurance and Private Equity clients succeed with their unique business objectives.

Think. Build. Source.

As your trusted advisor, Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success.

THINK – Companies continually face the challenge of aligning their business objectives with their IT strategy. An effective roadmap with a strong business case delivers a path to achievable goals with measurable results. Revere helps identify and link people, process and technology, bringing clarity to your business and IT initiatives.

BUILD – A successful implementation is the driving force behind all that Revere does. We deliver the right solution on time and within budget. Disciplined project management skills and business aptitude ensures the success you rely on.

SOURCE – The right balance of sourced functions can improve your IT service levels and return on investment, allowing you to more effectively meet your business needs. Revere helps identify a strategic sourcing model based on internal capabilities, external resources and cost.