



SUMMARY SITUATION

MAJOR DATA, USAGE AND STABILITY ISSUES WITH CURRENT FACTORY PLANNER, RHYTHMLINK AND i2/ORACLE INTEGRATION IMPLEMENTATIONS! NEEDED TO RESOLVE THEM QUICKLY, EFFECTIVELY AND WITH MAXIMUM KNOWLEDGE TRANSFER TO ACHIEVE DESIRED ROI GOALS...



COMPANY PROFILE

COMPANY IS A TELECOMMUNICATIONS INDUSTRY SUPPLIER WITH HEAD-QUARTERS IN CALIFORNIA AND MAJOR MANUFACTURING LOCATIONS IN THE UNITED KINGDOM, CANADA AND AUSTRALIA...

EXISTING SUPPLY CHAIN ISSUES

- /// Frequent failures i2/Oracle integration (old release not supported by Oracle or i2)
- /// Frequent failures FP Server (old release no longer supported by i2)
- /// Lack of use by company Planners due to data inaccuracies/data errors
- /// Lack of use by company Planners due to environment failures in software
- /// Lack of use of FP functionality due to turnover and minimal training on FP
- /// Lack of use of FP models due to changing business definitions not reflected in FP
- /// Situation required delay in Oracle Application upgrades (from 11.0.2 to 11.0.3)
- /// No backup/recovery capabilities in current system (frequent crashes & lost productivity)

COMPUTER ENVIRONMENT

Software Implementation:

- Oracle Apps 11.0.2 - MRP (US & Canada Location)
- Other Legacy MRP (all other locations)
- i2 Technologies Factory Planner 4.1 (US location)
- i2/Oracle Integration with RhythmLink 4.1(US location)

Hardware:

- Windows Clients (FP and RL clients)
- Sun/Solaris Servers (FP Server, RL Server, Oracle Apps Server)



4POINTS ACTION PLAN

4POINTS PROFESSIONALS USED A SWAT TEAM APPROACH TO QUICKLY EVALUATE THE SITUATION, MINIMIZE COST TO THE CUSTOMER AND ACHIEVE THE QUICKEST POSSIBLE RESULTS...

- /// Stabilize hardware/software environments
- /// Identify data/usage issues from planners, etc
- /// Upgrade Oracle Apps to 11.0.3 with full regression testing on i2/Oracle Integration, RL and FP
- /// Implement full backup/recovery capabilities for i2/Oracle Integration and FP environments
- /// Create and deliver customized training to IT Staff on full support of i2/Oracle integration, backup/recovery, monitoring, etc.
- /// Isolate and correct data issues at all sources (clean up/correct data) – corrected inventory levels, validated BOM structures, resources, etc.
- /// Upgrade i2/Oracle Integration, RhythmLink and FP to 5.x release (current i2 release)
- /// Change/Update FP models to reflect current business needs on FP 5.x release
- /// Update and deliver customized training to IT Staff on full support of i2/Oracle integration, backup/recovery, monitoring, etc. for FP 5.x release
- /// Create and deliver customized training to existing planners, new planners and execs for full use of FP 5.x release implementation
- /// Identify new functionality available in 5.x release that could be used to expand FP's capabilities and usefulness (maximizing ROI)
- /// Create and deliver customized training for this new FP functionality to planners
- /// Identify value measurements and calculate ROI



SWAT TEAM PROFILE

- /// FP Technical Specialist – Stabilize FP server environment, Upgrade to FP 5.x release, Testing, Backup/Recovery implementation, Training
- /// RL & i2/Oracle Integration Specialist – Stabilize i2/Oracle and RL environment, Upgrade to i2/Oracle integration and RhythmLink to 5.x release, Testing, Backup/Recovery implementation, Training
- /// FP Business Specialist – Upgrade models to reflect current business needs and Define new functionality that could be used by company Planners (with FP 5x release), Testing, Training
- /// FP/Oracle Data Specialist – Identify data issues, Correct data issues, Fix integration issues, Testing



COST & TIME SAVING MODEL

4POINTS RAPID DEPLOYMENT SAVED CUSTOMER SIGNIFICANT TIME AND MONEY...

- /// 4Points assembled and deployed team within 3 days to customer site
- /// 4Points provided customer with fixed bids for each major phase to help minimize financial risk
- /// 4Points provided customer with a schedule of deliverables of each phase of deployment



SUCCESS FOR CUSTOMER

4POINTS SERVICES PROVIDED THE CUSTOMER WITH A RELIABLE PRODUCTION LEVEL SYSTEM...

- /// Identified many major data and usage issues within first week
- /// Stabilized software/hardware environment within 1 week
- /// Moved full i2/Oracle integration, RL environment, FP environment to new more powerful server within 2 weeks
- /// Upgraded to Oracle Apps release (11.0.3) and fully upgraded/tested/implemented i2/oracle integration and FP to work with this new release within 3 weeks
- /// Trained IT staff on all support aspects of this new production implementation within 5 weeks
- /// Upgrade of i2/Oracle integration, RL and FP to 5.x release within 8 weeks
- /// Identified and reviewed new 5.x functionality with company Planners
- /// Established schedule and follow-on plan for resolving data source system issues
- /// Established a plan to implement business model changes with company Planners
- /// Established a plan for phased-in implementation of other FP models
- /// Designed a customized training plan to introduce new functionality to Planners and Execs
- /// Helped customer to identify and plan value measurements to achieve desired ROI

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