Streamlining Operations and Enhancing Efficiency: An Oracle-Powered Solution for a Leading Background Screening Service Company

Introduction:

Our client is an international company fosters a global inclusive workforce devoted to the diverse voices that make up our talent and products. This Company offers reliable screening, verifications, safety, and compliance to companies to hire the best talent.

Problem:

Their primary challenge was an excessive reliance on manual processes, severely hampering the efficiency of their existing business operations. To further complicate matters, they utilized different systems for creating service contracts, consuming a significant amount of time in the process of operations and maintenance. This inconsistency resulted in data integrity gaps, negatively impacting their reporting and data analysis capabilities, which, in turn, adversely affected their visibility and revenue calculations.

Objectives:

Here are the objectives of the client that we focused on:

• Eliminate manual work.
• Integrate multi-channel Orders.
• Improve visibility of Order to Cash.
• Enhance control over pricing and margins.
• Enhance data accuracy/quality.
• Improve operational efficiency related to the O2C cycle.
• Enable the reuse of the solution for future acquisitions.

Modus Operandi:

• Doyensys implemented Oracle Inventory, Advance Pricing, and Service Contract modules and extended the receivables module for Form I9 business.

• We automated item and pricing master data creation, as well as the service contract transaction creation process.

• Automation of invoice billing creation and customer communication.

• Development of various reports for retrieving, validating, and acting on service contract and pricing data.

• Offered solutions for various business scenarios such as termination, billing cycles, and late fees.

Operational Challenges and Solutions:

The business team's bandwidth was squeezed due to issues during the requirement and testing phases, affecting the project timeline. Multiple conversations and discussions helped to minimize the timeline impact.

The Oracle platform was new to the business team, which faced a steep learning curve. This challenge was addressed by providing training to all users and ensuring a clear understanding of the concepts.

As with most projects, we received last-minute change requests from the client. Extra effort and manpower were dedicated to completing these tasks on time.

Solution Offered:

By implementing the Oracle service contract, the business leveraged advanced features and experienced several advantages:

• Automation of manual processes like transaction creation and reporting reduced time and increased efficiency.

• Automated customer communication for invoices, late fees, and receipt creation increased transparency and accuracy.

• Seamless integration with various systems enhanced data accuracy.

• Oracle Service Contracts ensured alignment with financial audits and segregation of duties for the FI9 business team.

• The provision of different reports allowed for better insights through data analytics and improved revenue/margin calculations.

• The solution offered by Doyensys will significantly ease future business acquisitions with minimal effort.