Taking our own medicine

How Oracle applications and technology help us serve you better

ITConvergence®
EXPERIENCE the power of results

IT Convergence (ITC) delivers comprehensive solutions for your business problems that can be configured to meet a vast range of functional and technical needs. We deploy these same solutions, which improves our own competitiveness and our ability to serve clients.

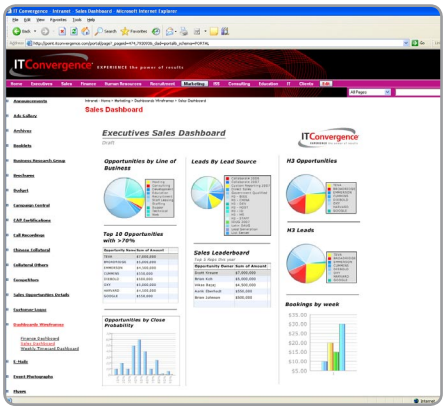
ITC's business runs on an Oracle E-Business Suite platform, allowing us to provide world-class professional services. Our 360° Customer Care philosophy is our value proposition for developing long-lasting relationships with our clients. Oracle provides us with One Source of Truth for all of our business data, and this makes our service delivery more reliable and professional.

Our team uses Oracle applications and technologies to do their everyday jobs. Across our entire company, from Finance to Human Resources, and from Consulting to Support, every department is aligned together and uses a standard set of business processes. Learn how we benefit from this integrated approach by taking a behind the scenes tour of ITC.

HUMAN RESOURCES MANAGEMENT WITH ORACLE HRMS

Oracle HRMS provides ITC with the solution that allows us to serve clients on every continent, maintain offices in four countries, and employ over 500 people worldwide. Having One Source of Truth for all HR data has reinforced ITC's ability to serve clients around the world because it allows us to:

- Comply with multiple countries' statutory requirements regarding vacation, health, and compensation policies
- Update resumes instantly throughout the company
- Maintain uniform salary, seniority, benefit, and leave accrual data throughout the company
- Streamline our Sales/Recruitment Pipeline by interfacing HRMS with Oracle Telesales



COLLABORATION AND INTEGRATED REPORTING WITH ORACLE PORTAL

Oracle Portal gives the entire company a flexible platform that offers a single point for information sharing. By using Oracle Portal, ITC is able to:

- Monitor KPIs in real time by integrating Portal with Noetix Dashboards
- Ensure service quality and customer satisfaction with Portal surveys
- Coordinate services with clients by creating project repositories on Portal
- Maintain our corporate website cost-effectively with non-technical users who have no knowledge of HTML
- Communicate a consistent set of standardized business processes to the entire company
- Create central document repositories with key forms, proposals, success stories, power point decks, flyers, white papers and sales documents

REAL TIME AND WEB-BASED MEETINGS WITH ORACLE COLLABORATION SUITE

Oracle Collaboration Suite provides ITC with a medium for real-time collaboration and desktop sharing across the company. Using OCS we:

- Deliver interactive demos and presentations to our global client base
- Improve ability to both train and service internal users through interactive desktop sharing
- Speed project execution and dynamic conference presentation capabilities
- Make on-demand conferences and demos a daily reality in a company with 4 international offices
- Cut web conferencing costs by $100,000

FINANCIAL PROCESSES BEST PRACTICES WITH ORACLE FINANCIALS

Oracle Financials provides ITC with the comprehensive solution it needs to standardize financial processes throughout the company. Moreover, using Oracle as a single platform for all

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Financial data gives us the foundation we need to keep the company on a solid financial footing as we continue to expand. Oracle Financials helped us:

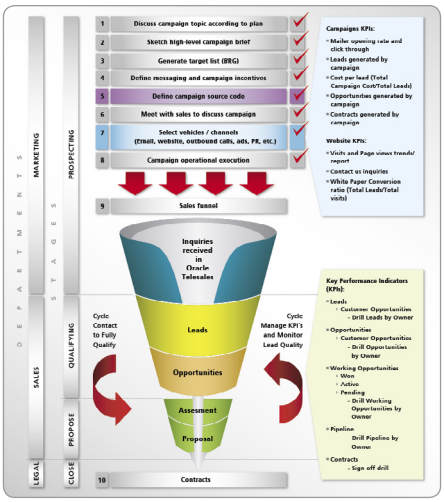
- Slash costs and time needed to bill and collect expense receipts
- Establish uniform revenue recognition standards
- Reduce costs with standardized procurement procedures

STREAMLINING IT INFRASTRUCTURE WITH SINGLE SIGN ON (SSO)

ITC has implemented Oracle's Single Sign on solution as a first step toward creating a central repository for all user-identity related information. With Oracle SSO in place, we can now:

- Provision users more quickly
- Reduce the volume of password reset requests
- Establish standardized access request policies
- Enhance security

EFFECTIVELY MANAGE OUR SALES FUNNEL WITH ORACLE TELESALES



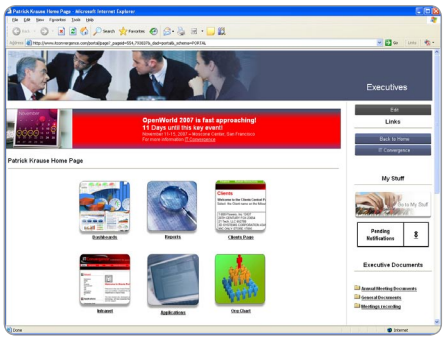
Oracle Telesales has radically transformed ITC's approach to sales because Telesales allows us to systematically transform leads into opportunities and opportunities into deals. With OTS we now:

- Run segmented, integrated sales and marketing campaigns
- Systematically track entire sales funnel
- Forecast revenue according to our sales pipeline

E-WEB: EXECUTIVE SITES ON OUR PORTAL INTRANET

ITC was able to take our portal-based intranet to the next level by creating executive websites. These sites are interfaced with Noetix dashboards, and are custom-tailored to provide the essential information that each executive needs. The executive sites have helped us:

- Provide executives with real-time information on KPI's
- Establish metrics and the means to monitor the health of key internal business processes
- Ensure that decision making is based on actual, actionable business data



SYSTEMATIC SUPPORT FOR INTERNAL SERVICE REQUESTS WITH ISUPPORT

Oracle iSupport provides ITC with a tool for systematically managing and tracking internal requests for services. Since implementing iSupport, ITC's employees have been able to:

- Open and prioritize their own service requests
- Track service request progress
- Update service requests as new information becomes available

These Oracle solutions have transformed IT Convergence. Contact us today to learn more about how we can help you harness Oracle to transform your company.

TO LEARN MORE ABOUT THE RESULTS WE CAN PROVIDE, PLEASE CONTACT US:

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