MS&S – USE CASE
Electronic Manufacturing

Products in Use

- Oracle E-Business Suite
- PROMATIS Best Practice Solutions Extractor
- PROMATIS Managed Serives & Support (MS&S)
- Business Process Management (BPM): Horus Business Modeler

The Customer

The customer is an internationally operating company in the power tool industry.

The company has a rich history of 100 successful years and, in addition to its headquarters in Germany, has further subsidiaries in Belgium, France, Italy, the Netherlands and the Czech Republic.

The innovative products set a trend from the very beginning and still shape the industry today with their distinctive devices. As market leader, the company stands for high-quality, durable and precise power tools for professional craftsmanship.

The company focuses on the development, production and distribution of power tools and system solutions for trade and industry.

The Challenge

The company introduced the Oracle E-Business Suite with its modules Financials and Supply Chain Management as the leading ERP system throughout the group, extended by the PROMATIS Best Practice Solution "Extractor". The implementation was done by PROMATIS including an optimization of the business processes with the Horus BPM-Tools. Furthermore, the overall solution was supplemented by numerous interfaces to further systems.

One challenge was the monitoring and support of this complex system landscape. The company decided to outsource. The focus was on ensuring smooth operation of all systems and trust in a provider that can offer reliable support perfectly tailored to the company.

The Solution

In order to ensure the operation of the Oracle E-Business Suite and the functionality of the interfaces, a fully customized "breathing" service solution was required. The decision was made in favor of PROMATIS Managed Service & Support, because this solution exactly met the requirements regarding standardized procedures and maximum flexibility. The customer can decide individually at any time which support services are required at which service conditions including response times. Within the scope of a professional onboarding, the needs of the customer were specified and the PROMATIS support team was trained accordingly. Troubleshooting in 1st and 2nd level as well as monitoring contribute to a smooth operation of the Oracle solution and the corresponding interfaces.