

A photograph of a male manufacturing worker in a yellow hard hat and a high-visibility vest, holding a tablet and pointing at a control panel on a piece of industrial machinery. The background shows a factory setting with large metal pipes and equipment.

**How an American
manufacturing company
enhanced productivity
and talent management**

Client background

Client: Private manufacturing organization headquartered in USA

Industry type: Manufacturing


Products / services / core business:

Water heaters, air conditioners, household furnaces

Geography / areas of operations: North

America, South America, Australia,

Middle East



Wipro leveraged Oracle EBS, Oracle HCM Cloud and Taleo to increase supplier recovery, employee experience and reduce costs

Challenges

The client had fragmented and disparate processes across sales, warehousing and its manufacturing plants. This resulted in a lack of enterprise-wide visibility in inventory, procurement, manufacturing and other SCM applications. As an example, 70% of warranty claims were being processed without valid reason.

The client needed to unify operations and optimize them across geographies and functions. This included:

- Route optimizations and KPI monitoring for logistics
- Improved warranty management and claims processing
- Unified HR management
- Self-service enablement for customers

Solution

Wipro redesigned the client's business processes across the finance, transportation and logistics, human capital management, corporate reporting, procurement, manufacturing and SCM functions based on industry best practices. The complete transformation was done by leveraging the application integration capabilities of Oracle E-Business Suite (EBS) R12. In addition:

- Finance function was improved by creating a global chart of accounts, common calendar and uniform period closing process to facilitate a single enterprise-wide accounting system on a single platform
- Transportation and logistics function was enhanced by integrating Oracle Transportation Management (OTM) 6.2 with EBS for outbound and freight payment across divisions
- Employee experience was improved through a full suite implementation of Oracle HCM Cloud and Taleo
- Warranty management was improved by providing an end-to-end solution that uses an intuitive interface with the ability to manage multiple claims
- Customer service was enhanced by a self-service portal

Business impact

The implementation and integration of Oracle EBS, Oracle HCM Cloud and Taleo resulted in:



6 – 8% year-on-year productivity gain



8% decrease in fraudulent claims



15% increase in supplier recovery



Reduced support costs and enhanced customer satisfaction



Integrating global functions using Oracle EBS has improved efficiency, planning, scheduling and delivery and has contributed to lowering costs. The integrated HCM capabilities allow the client to reach new talent without having to use 3rd-parties.

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