



Leading Telecom Access Equipment Provider

Client Background



Customer is a global leader in access innovation.



Its Unified Access portfolio of broadband communications access software, systems, and services enables communications service providers worldwide to transform their networks and become the broadband provider of choice to their subscribers.



Customer is connecting the cloud with subscribers globally at the speed of light.

Business Opportunities & Drivers



- Customer uses Oracle Agile for Product Lifecycle Management, Oracle EBS for ERP, Salesforce for CRM & Oracle Big Machines for CPQ.
- Product information is managed manually by the Customer business across systems. There is no integration between Agile, EBS and Salesforce.
- Lack of integration between Agile PLM & Salesforce, Oracle EBS & Salesforce is resulting in discrepancies between these systems which in turn is causing discrepancies the downstream systems.

How Forsys Helped?

- Integrate Oracle Agile PLM, Salesforce using Oracle ICS (Integration Cloud Services), a cloud based integration tool. Agile Event Handler captures changes in product information and passes the data to Oracle ICS which turn uses Salesforce API to push data into Salesforce.
- Integrate Oracle EBS and Salesforce using Oracle ICS. Java concurrent program captures changes in the product information and passes the data to Oracle ICS which turn uses Salesforce API to push data into Salesforce.



Benefits

- Near real time data integration between Agile, EBS and SFDC
- Improved Quote accuracy - Sales Teams can create accurate quotes with integrated price and product information coming from the master product and pricing systems.
- Agile PLM now acts as a single source of truth for the product management for the downstream systems.



For more information,
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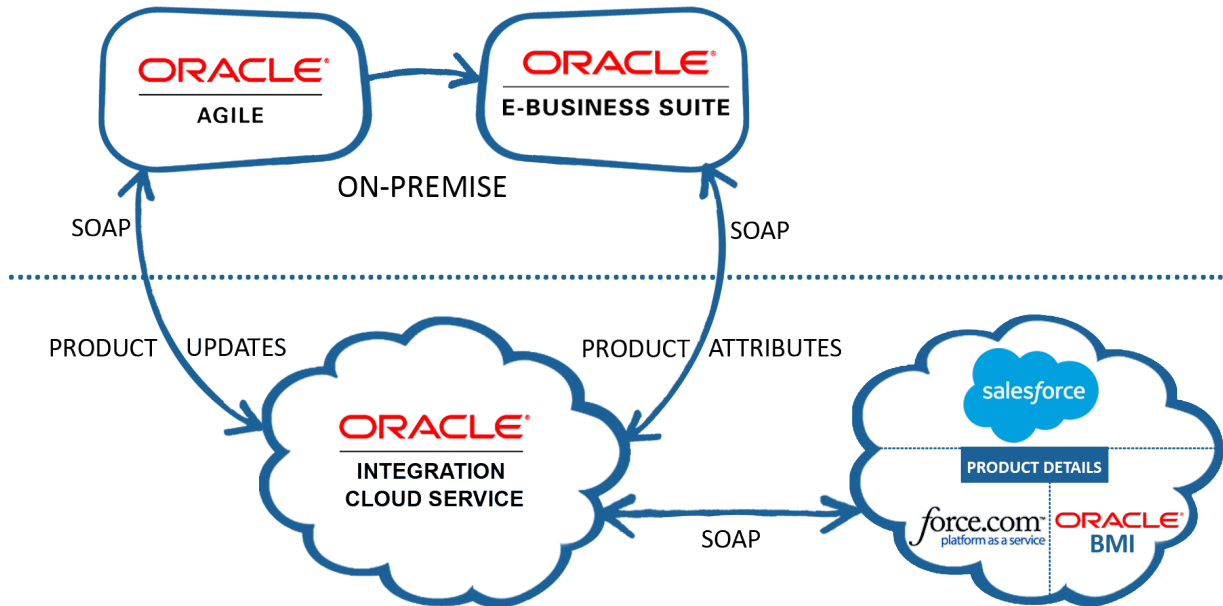
How Forsys Helped?

- Seamless Integration between Oracle Agile PLM, Oracle EBS & Salesforce are near real time (< 5 seconds).



Benefits

- Orders captured on Salesforce Ordering Tool have accurate product & pricing information.
- The overall integration ecosystem created by Oracle ICS is quick and easy for the users to manage and get updates if there is a sync failure and helping the team to drive better adoption in their existing systems.
- Project went live in less than 10 weeks.



ORACLE AGILE PLM, ORACLE EBS, SFDC Integration using ORACLE ICS



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