

# A GLOBAL LEADER IN THE PRIVATE SECURITY INDUSTRY TRANSFORMS OPERATIONS WITH ORACLE CLOUD IMPLEMENTATION SUPPORTED BY IT CONVERGENCE

## OVERCOMING CHALLENGES AND DELIVERING A SUCCESSFUL MIGRATION

### CUSTOMER PROFILE

#### HQ

Madrid, Spain

#### INDUSTRY

Private Security Services

#### EMPLOYEES

150,000

#### ITC SERVICES

- Consulting
- Solution Assessment
- Training

#### APPLICATIONS & TECHNOLOGIES

- Oracle EBS
- Oracle Applications

### INTRODUCTION

A global leader in the private security industry embarked on a transformative journey to migrate from Oracle E-Business Suite 11i to Oracle Cloud in Europe and Latin American countries. The aim was to drive innovation and reduce customizations. They initiated the migration program in European countries, working closely with Oracle Consulting and IT Convergence (ITC) from the initial assessment of the global program to the first project implementation. After the completion of these initial phases, ITC supported the global rollout across EMEA and Latin America.

### CHALLENGES

- Adapting to the client's proprietary project implementation methodology
- Managing complex organization structure and intercompany business flows
- Standardizing processes and controlling local requirements
- Handling complex integrations with third-party systems
- Integrating global branches into a single Oracle Cloud model
- Coordinating and communicating between different teams in diverse locations and languages

### SOLUTION

- Provided dedicated Oracle functional and technical consultants with deep expertise in Oracle Applications and business processes
- Re-architected existing developments and designed new ones
- Supported integrations to align with Oracle technology
- Provided knowledge on Argentina localization features

### RESULTS

- After the initial assessment, the client accomplished the definition of a unified ERP that allowed them to generate a single deployment (with few customizations) to cover all their businesses and geographies.
- Improved Oracle integration with more than 40 external systems, enabling seamless data exchange.
- Replaced custom developments over on-premise schemes with standard functionality based on SaaS/Cloud models, reducing maintenance costs.

### ITC ADVANTAGE

- Dedicated functional and technical consultants
- Advanced capabilities and experience in executing similar projects