



# How Doyensys Streamlined and Resolved Application Issues for the Global Clientele of a Data Records Management Company

A reputed global organization that stores, protects, and manages other companies' information and assets is an esteemed client of Doyensys. It is a one-of-a-kind organization that is trusted by more than 225,000 organizations around the world.

Doyensys began working with the company in 2015 with a small project where 1-2 DBAs from Doyensys started supporting the company's tech team for their Oracle products specific requirements. Subsequently, the association strengthened, and Doyensys bagged their annual AMS. During this time, Doyensys also successfully delivered multiple implementations and roll-out projects. After a brief break, Doyensys again got the AMS in 2018. It is a business partnership that Doyensys is proud of and is exemplary of our technical knowledge and expertise.

## Problem Statement

Before Doyensys started working with the company, the company's internal application had gone through an R12 upgrade. However, the new system had too many problem areas that led to frequent escalations. The backlog of unresolved tickets was huge. Moreover, the delay in application support resulted in the loss of trust from the business users. Due to this ineffectiveness and lag in the month-end close, the client ended up losing revenue.

## Objective

The main objective of the project was to gain the trust of business users by resolving the issues in the application and offering them a better service. The client also wanted to improve the ticket SLA and get the tickets under control.

The client had already seen the value that the DBAs of Doyensys delivered in the first instance of our association. It was due to our superior quality of work that we subsequently won AMS 1.0 and AMS 2.0.

## Challenges

1. We identified the need for process improvements in several areas to make it smoother for business users.
2. The geographical expanse of the client posed a few difficulties. For instance, a few business users were challenging to manage, and a few needed our help in training.
3. 24-hours support across the globe meant our offshore/onsite team had to be available round the clock. We had to ensure smooth support without any interruptions.
4. There were a few initial hiccups in communication with the business users from LATM/East Asia region. However, we found ways to manage it effectively.



## Solution

Doyensys proposed and implemented the following process improvements.

1. With AD Workday integration, Doyensys cleaned up the Oracle user accounts and rectified 80% of data discrepancies.
2. By streamlining the user access verification task, Doyensys reduced the response and resolution time.
3. We implemented a service-desk ticket assignment process to keep the ticket logs under control. It helped in avoiding ticket duplication, incorrect assignment of tickets, and delays in resolutions.
4. Identified repetitive tasks and converted more than 20 SOPs. It reduced the ticket resolution time by 50%.
5. Enabled new alerts and accesses by CAWA integration to monitor processes. It automated the process and reduced the monitoring time.
6. Enhanced the performance of crucial month-end processes and business integrations. Some of the business-critical/EOM integration run was from 8 hours to 15 minutes.
7. Streamlined 99% of month-close processes. We further reduced the number of last-minute bugs with a proactive fix/mock period.
8. Streamlined the integrations like Rimilia, Cadency, Calipso, Trade shift, Dialer Program, etc. It reduced the AMS dependency, and as a result, the system started recording a lesser number of tickets.
9. Identified and removed the duplicate concurrent schedules, which reduced the load of the concurrent manager.
10. AME Approval Hierarchy Fix for Brazil, which removed the tickets on Brazil lexpense issues.
11. Trained business users on Oracle functionalities and period-close processes. It helped in lesser issues during the month-close and also expedited the related processes.
12. Converted data extract and data update requests as concurrent programs, which made users self-reliant.
13. Introduced the process for a mass update of requisitions/purchasing. It reduced the time to process each transaction by a wide margin.
14. Applied TLS patches to improve key business processes.
15. Access control to crucial concurrent programs as per SOX advice.
16. Fixed customer/vendor data proactively to avoid issues in interfaces/reports.

## DBA

1. Created separate reporting instances for the performance improvement of Discoverer/GLWand and other high volume reports.
2. Added a new node in FINP01 for IEX nightly collection set performance issue. It helped in reducing the run time from 16 hours to 6 hours.
3. Automated the post-step refresh activities for weekly refreshes.
4. Preventive action was taken for Vertex connectivity issues with EBS for the new node.
5. Steps included in production outages to prevent JSP login and blank page issues.
6. Alerts were set to prevent inbound and outbound workflow issues.
7. 2 TB of space was released in production instances by resizing huge undo and temp tablespace.
8. Workflow table purge activity was done to gain DB space.
9. Upgraded global instance database from 11g to 12c
10. Doyensys implemented the Solix application for archiving historical data.

## Results

Doyensys has been able to achieve the following results.

- Reduced the backlog ticket count from 200+ to 50.
- Improved ticket SLA from the 60s to 90s.
- Carry forward ticket from one month to next month has been reduced from 150+ to below 50.
- The age of open tickets(older than two weeks) has been reduced from 50% to below 10%.
- The use of the CSS tool/data loader has reduced the time of Configuration migration by at least 50%.



## Conclusion

*A team of 25 doyens supports the client project currently. However, almost 70 employees have worked on their projects over the years. It is due to their unwavering commitment and high-quality work that this association has resulted in astounding results for both companies.*