Client

GlobalVox's Oracle Fusion Cloud Application Managed Service for National Convenience Distributors

National Convenience Distributors (NCD), fourth largest convenience distributor in the United States, was facing challenges in managing their enterprise applications efficiently. They were using Oracle Fusion Cloud Applications, which included modules for financials, , supply chain management, and warehouse management. However, due to limited internal IT resources and expertise, NCD was struggling with system performance issues, patching and updating applications, and ensuring data security and compliance. Seeking a solution, NCD decided to engage with GlobalVox to handle their application management needs and optimize their cloud environment.

Challenges

NCD faced several challenges that necessitated the need for a managed service for their Oracle Fusion Cloud Applications:

1. System Performance Issues: NCD was experiencing performance issues with their Oracle Fusion Cloud Applications, including slow response times, system errors, and downtime, which affected their business operations and productivity.
2. Patching and Updating Applications: NCD was struggling to keep up with regular patches and updates for their Oracle Fusion Cloud Applications, resulting in potential security vulnerabilities and compliance risks.

3. Limited Internal IT Resources and Expertise: NCD had limited internal IT resources and expertise to effectively manage their Oracle Fusion Cloud Applications, resulting in increased operational costs.
4. Data Security and Compliance: As a leading distribution company, NCD had to comply with various data security and compliance regulations. However, managing data security and compliance for their Oracle Fusion Cloud Applications was complex and challenging.

Solution

NCD engaged with GlobalVox - a Trusted Oracle Fusion Cloud Application Managed Service provider to address their challenges and optimize their cloud environment. GlobalVox offered the following solutions:

1. Proactive Monitoring and Performance Optimization: GlobalVox implemented proactive monitoring and performance optimization techniques to identify and address system performance issues in real-time. This included monitoring system health, diagnosing performance bottlenecks, and implementing performance tuning measures to optimize the system.
2. Patching and Updating Applications: GlobalVox ensured timely and regular patching and updating of Oracle Fusion Cloud Applications to keep the system secure and compliant. This included applying security patches, bug fixes, and updates to keep the system up-to-date and protected against potential vulnerabilities.
3. Expert Application Management: The managed service provider offered a team of experienced functional and technical experts who were responsible for managing day-to-day operations, including system administration, application configuration, and user management. They also provided expertise in troubleshooting and resolving issues to minimize downtime and ensure smooth operations.
4. Enhanced Data Security and Compliance: GlobalVox implemented robust security measures, including user access controls, data encryption, and regular security audits to ensure data security and compliance with relevant regulations. They also provided guidance on best practices for data management in the Oracle Fusion Cloud Applications.

Results

By engaging with GlobalVox, NCD achieved the following results:

1. Improved System Performance: Proactive monitoring and performance optimization measures implemented by GlobalVox resulted in improved system performance, including faster response times, reduced system errors, and minimized downtime, leading to enhanced business operations and productivity.
2. Timely Patching and Updating: Regular and timely patching and updating of application environment ensured that the system was up-to-date with the latest security patches, bug fixes, and updates, reducing the risk of security vulnerabilities and compliance breaches.
3. Expert Application Management: The experienced team of Oracle Fusion Cloud Application experts provided by GlobalVox efficiently managed day-to-day operations, resolved issues in a timely manner, and provided guidance on best practices, resulting in optimized application performance and increased operational efficiencies.
4. Enhanced Data Security and Compliance: The robust security measures implemented by GlobalVox ensured that NCD's Data was protected, reducing the risk of data breaches and ensuring compliance with industry regulations.

Conclusion

By leveraging GlobalVox's Oracle Fusion Cloud Application Managed Service, NCD was able to optimize their business operations and overcome their challenges with Oracle Fusion Cloud Applications. The proactive system monitoring, performance optimization, data integrity assurance, and customization and extension management provided by GlobalVox resulted in improved system performance, enhanced data integrity, and increased user productivity. NCD can now focus on their core business activities while relying on the expertise and support of GlobalVox to ensure the smooth business application operations.