

Service Delivery Automation

Today's intensely competitive business arena requires companies to be agile in the marketplace, and the strategic importance of business systems cannot be undervalued. The increasing pace of change in technology is re-shaping business operations, and customers must gravitate to Service Delivery Automation (SDA) and Technology Innovation, which acts as a catalyst to ramp up business value. Progressively, Service Delivery Automation leverages innovative technology to replace a series of human actions. Essentially, SDA helps improve business usage effectiveness through accurate, repetitive, and rapid sustained support.

What can be done to accomplish these objectives?

At ennVee, we have extensive experience providing service delivery to clients using large, complex ERP systems like Oracle E-Business Suite, Microsoft Dynamics, SAP, and NetSuite. Over the years, we have fine-tuned our service delivery mechanism, embracing the latest technological innovations to an extent where we have built a series of tools and accelerators for automating service delivery. The primary drivers for these automation tools are accuracy of delivery, repeatable perfection, and quick turn-around time to resolve.

Described below are four key proprietary tools and accelerators that support ennVee's SDA customer offering.

Custom Migration Tools

ERP Service Delivery involves code changes and assessing the impact of the same on the overall system. Hence, the custom code is migrated from one ERP instance to the other for unit testing, integration testing, user testing, deployment, etc. Our migration tool allows for seamless migration of code leading to high level of repetitiveness avoiding human errors and ensuring quicker availability of migrated code for testing and deployment. Thus, reducing the overall time to use the system with rectified custom code.

Upgrade Automation for Oracle E-Business Suite R12.2.x

As a part of service delivery, we come across scenarios where the product encounters a defect or a bug. In such cases, we reach out to the product principals, such as Oracle, to provide a resolution. Oracle may release a patch, which may lead to upgrading a functionality or module to the next point version. In such cases, the impact of such an upgrade needs to be assessed on the associated custom objects. The objects may require remediation before they work with the new standard functionality.

Our upgrade automation tool provides seamless assessment, remediation and testing of the custom code. Additionally, if the client is running an older version of Oracle EBS, we can provide a free assessment to determine the extent of upgrade complexity and potential effort involved in remediating the required custom objects.

Knowledge Repository

Successful service delivery leads to effective utilization of the business systems by the users and this can only be achieved by having a robust knowledge repository. Such a repository not only leads to reduced resolution time for similar incidents, it also provides a high level of re-usability for custom code changes. Invariably, it provides for a service delivery which meets the desired service levels agreed with the client. At ennVee, our long years of service delivery experience have helped us build a solid repository of incident resolutions and re-usable components helping clients get an accurate, repetitive and quick service delivery turnaround.

Service Delivery Dashboard

Feedback is essential in improving service delivery. Our Service Delivery Dashboard ensures just that! Using simple, intuitive and open source analytic tools, we have built a framework for capturing transactional service delivery data and converting this data into a visually appealing and easy to assimilate dashboard.

The information covers strategic information for effective decision and operational information for efficient execution. Some of the key service delivery aspects such as incident trends, incidents by functional areas, SLA compliance, violation and penalties, RCA, SIP, service delivery performance, etc., are graphically depicted in the dashboard.

Bottom Line

Service Delivery Automation ensures quicker resolution of incidents more accurately. In turn, this leads to user satisfaction and improves the effectiveness and efficiency of the business systems. Ultimately, a robust business system provides accurate information in near real-time allowing organizations to be more competitive in the marketplace.

ennVee offers SDA capabilities that compliment competitive growth objectives and achieve higher benefits realization. We continue to work with customers to streamline and optimize business processes, while reducing manual intervention for customers across industry verticals like high technology, manufacturing, automotive, supply chain, logistics and transportation services, financial services and banking institutions. Our partnership has helped to improve accuracy, efficiency, and delivery schedule for support and enhancement projects.

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