XTGLOBAL™

Comprehensive Oracle Cloud ERP Enhancement, Managed Services, and Integration development for the Media & Entertainment Industry

PROBLEM STATEMENT:

Broadcast Group required a comprehensive Oracle integration solution to support their complex IT ecosystem, covering Oracle SaaS, PaaS, and IaaS support to streamline their complex IT ecosystem. They needed smooth integration across various platforms, including Oracle ERP Cloud and several third-party systems, to manage Work Orders, Traffic Systems, and customer data. Due to the lack of API capabilities in certain systems, RPA was implemented to enable these integrations. Additionally, they sought continuous infrastructure and managed services support for their Oracle Cloud applications, including Finance, HCM, and SCM.

KEY CHALLENGES:

- Developing and supporting 70+ complex integrations across enterprise applications.

- Overcoming the lack of API mechanisms in OSI & WideOrbit by implementing RPA-based automation.

- Ensuring a seamless flow of "customer information" between various training partners and Oracle ERP.

- Providing infrastructure support for Oracle ERP Cloud and other Oracle SaaS applications.

- Automating Work Order notifications and tracking to enhance operational visibility.

- Ensuring real-time data synchronization and consistency across all systems.

SOLUTIONS PROVIDED:

Oracle Integration & RPA Automation:

- Oracle PCS (Process Cloud Service) orchestrated API calls and managed data workflows.
- RPA automated data entry and updates in Traffic and Work Order systems.
- Email notifications and tracker updates were automated for enhanced visibility.

High-Level Workflow:

- BASE CRM triggered an API call to Oracle PCS, initiating an update in Operative via REST API.
- Customer data was added to Operative through another API call.
- The Operative ID was retrieved via REST API and pushed to SAS using an MDM update job.
- The final MDM update included the OSI or Work Order (WO) ID.
- A PCS form updated BASE CRM with traffic and credit data stored in MDM/Repository.
- RPA handled:
  - **Inserting data** into the Traffic System and Work Order (WideOrbit/OSI).
  - **Retrieving WO_ID or OSI_ID** and updating the tracking system.
  - **Sending automated email notifications** to request owners.

Oracle SaaS, PaaS & IaaS Support:

- **Implementation and ongoing infrastructure support** for Oracle SaaS applications.
- **Managed Services model** for Oracle ERP Cloud, ensuring operational stability.
- **Proactive monitoring, issue resolution, and system optimizations** to enhance performance.

KEY BENEFITS:

- **90% reduction in manual data entry** through RPA automation.
- **Seamless integration** across Oracle ERP Cloud, OSI, WideOrbit, BASE CRM, Operative, SAS, and MDM.
- **Real-time tracking and automated notifications,** improving decision-making speed.
- **35% improvement in processing time,** enhancing operational efficiency.
- **Optimized Oracle SaaS applications,** ensuring high uptime and reliability.

ADDITIONAL INTEGRATIONS IMPLEMENTED:

Inbound Integrations:

- **401k Administrator** - Deductions from Mass Mutual.
- **Executive Benefits Admin** - Deductions from Nolan.
- **Benefit Election Data** from third-party to Oracle Cloud.
- **HCM Integrations** - SilkRoad Onboarding, LMS Portal, Travel & Expense Payments.
- **Financial Integrations** - Wells Fargo Bank Statements, Revenue Lease Transactions, Payment Portal.

Outbound Integrations:

- **401k & Benefits Data Transfers** to third parties.
- **Executive Benefits & Stock Administrator Updates.**
- **Workers Compensation & Unemployment Data Transfers.**
- **Payment Portal Integrations** - ACH, Invoices, Credit Adjustments.
- **Oracle to OSI & WO Customer Data Transfers.**

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