

A background image showing two men in business attire. The man on the left, wearing glasses and a dark suit, is pointing towards a laptop screen. The man on the right, wearing a light-colored blazer, is looking at the screen. The image has a blue gradient overlay on the left side.

HEXAWARE

Eliminating Legacy Obstacles with Oracle CPQ Cloud

Revolutionizing Quoting Processes with
Oracle CPQ Cloud

Case study

Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

Our client is a prominent multinational imaging and electronics company based in Japan, known for its advanced digital copiers, peripherals, printed circuit boards, and customer-configurable products. They relied on Oracle EBS R12 for various enterprise processes, including order-to-cash, procure-to-pay, and supply chain management.



Challenge

Client

Challenge

Solution

Benefits

Summary

Over time, the client’s legacy quoting process within Oracle EBS R12 became a bottleneck for growth due to heavy customization, outdated UX/UI, slow processing, manual activities, and limited scalability. The challenges included high maintenance costs, reduced OEM support, and the need for efficient collaboration between sales reps, customer admins, and order-processing teams.



Solution

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Digitalization with Oracle CPQ Cloud:

The client collaborated with Hexaware to deploy Oracle CPQ Cloud, aiming to streamline and enhance their quoting process. Hexaware's scope included implementing an integrated configure, pricing, and quoting process, enabling collaboration among sales reps, customer admins, and order processing teams.

Transformational Opportunities:

Hexaware's engagement went beyond the CPQ system, introducing intuitive UX/UI, simplified workflows, visualizable analytics, role-based access controls, dynamic proposal creation, centralized quoting and approvals, and a single-source configuration and pricing tool. The solution also integrated vendor/3rd party quotes for procured items.

Technology Stack:

The CPQ implementation utilized Oracle Sales Cloud, Oracle CPQ, Oracle EBS R12, PLSQL, Oracle Integration Cloud, Service Oriented Architecture, AWS, and Java JSP. Additional implementations included CLM, Oracle SMC (Contracts & Billing), and RMCS with the client's proprietary platform.



Benefits

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- Accelerated Quoting:** Streamlined process for sales reps, leading to faster and more accurate quotes.
- Guided Selling:** System-based guidance for sales reps to choose the right products and services.
- Dynamic Pricing:** Enhanced control over discounts, promotions, and offers.
- Seamless User Experience:** Improved experience from opportunity to quote.
- Subscription Management:** Efficient management of subscription annuities, autorenewals, terminations, and billing.
- Simplified Back-Office Processes:** Reduced complexity in sales admin requirements.
- Enhanced Customer Engagement:** Refined end-to-end order processes and digitalized CPQ capabilities.
- Improved Efficiency:** Reduced cycle time and increased quoting accuracy.
- Contract Management:** Streamlined contract creation and visibility.
- Scalable Integration:** Seamless integration with upstream quoting applications.



Summary

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Summary	Working with Hexaware, our client successfully modernized their quoting process using Oracle CPQ Cloud, achieving a seamless, efficient, and accurate process for sales reps, customer admins, and order processing teams. The transformation included dynamic pricing, streamlined workflows, and a user-friendly experience, resulting in improved customer engagement and increased operational efficiency. Hexaware’s expertise and collaborative approach enabled the client to pave the way for scalable and future-ready operations, ensuring a competitive edge in the market.



About Hexaware

Hexaware is a global technology and business process services company. Our 28,400+ Hexawarians wake up every day with a singular purpose; to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With 45+ offices in 19 countries, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com.

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