

HEXAWARE

Oracle CPQ Implementation Transforms Quoting for a Global Electronics Leader

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Global Digital Solutions Leader

A world leader in information management and digital solutions, operating across 180+ countries, set out for vendor quoting transformation to modernize its quoting process for its US entity.

Key goals:

- Streamline quote creation
- Optimize supply chain expenses
- Improve order management
- Drive operational excellence



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

Legacy Systems Stifled Growth

The client's quoting process was tangled in a 15+ year-old, heavily customized Oracle EBS R12 environment. Disparate tools, fragile customizations, and manual workarounds led to:

- Inconsistent pricing logic and compliance risks
- Slow, error-prone quoting cycles
- High operational costs and revenue leakage
- Barriers to scalability and agility

It was time to break free from bottlenecks and empower teams with a modern, unified CPQ process.



Solution

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Oracle CPQ Implementation for Automation, Integration, and Simplicity

Hexaware implemented Oracle CPQ Cloud, unifying configures, price, and quote processes on a single digital platform. Sales reps, customer admins, and order teams now collaborate seamlessly, accelerating sales opportunities and streamlining the quoting and order processing experience.

Transformation highlights:

- Retired legacy quoting engine; introduced Oracle CPQ Cloud
- Built a bolt-on extension for vendor quoting workflows
- Centralized configuration, pricing, and quoting across departments
- Automated proposal generation and approvals with intuitive dashboards
- Integrated with Oracle EBS, Sales Cloud, and OIC for end-to-end efficiency



Benefits

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Transformative Business Impact

- Achieved a 30% reduction in IT operation complexity, resulting in lower costs.
- Realized a 20% increase in customer satisfaction.
- Enabled 30% faster quote turnaround through streamlined workflows.
- Accelerated sales cycles by reducing data re-entry and minimizing order entry errors.
- Improved and centralized pricing management across CPQ and Oracle EBS.
- Provided seamless support for multiple and complex product catalogs, leading to increased sales.



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Oracle CPQ and Cloud Synergy: Foundation for Scalable Vendor Quoting Transformation

Hexaware's Oracle CPQ implementation enabled the client to sunset outdated tools, unify quoting processes, and embrace automation. Implementing Oracle CPQ bridged the gap between sales and back-office operations, ensuring faster, more accurate quotes, seamless quote-to-order automation, and improved governance. With integrated vendor workflows and scalable architecture, they're now positioned for accelerated digital transformation and global expansion.



Let's modernize your sales operations
with our Oracle expertise.

Contact us at marketing@hexaware.com.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up 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 offices across the world, we empower enterprises 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 <https://www.hexaware.com>.

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