

HEXAWARE

Empowering a Global Manufacturer: Accelerating Excellence with Oracle Cloud Infrastructure

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

Global Manufacturing Leader

A major manufacturer with a worldwide presence, producing high-quality office furniture and related products. The company excels in the home and commercial markets, serving customers in multiple regions through both wholesale and direct-to-consumer channels.



Challenge

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| **Challenge**

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Legacy Complexity Restricting Growth

- **Performance Bottlenecks:** Extensive customizations in Oracle EBS R12 made upgrades slow and impacted system speed.
- **High Maintenance Overhead:** Supporting a tailored ERP absorbed significant IT resources.
- **Limited Flexibility:** Legacy setups restricted the adoption of new features and process optimization.
- **Outdated Integrations:** BizTalk-based integrations weren't cloud-ready, limiting scalability and third-party connectivity.
- **Integration Complexity:** Multiple point-to-point connections increased risks and troubleshooting time.
- **Need for Modernization:** A scalable, cloud-native integration solution was essential for agility and future growth, driving the need for Oracle EBS modernization and a thorough cloud readiness assessment.



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AI-powered Managed Services

Business process cycles covered: Finance (RTR), Procurement (PTP), Manufacturing, Distribution (S2D), Order management (O2C).

Hexaware provided integrated Managed Services for the client's Oracle EBS landscape, ensuring continuous monitoring, maintenance, and proactive upgrades across production, DR, and QA instances on Oracle Cloud Infrastructure. Services included:

- Integrated Managed Support: End-to-end monitoring, maintenance, and proactive upgrades across production, disaster recovery, and QA environments on Oracle Cloud Infrastructure.
- GenAI for Knowledge: Implemented GenAI solution for knowledge retrieval and onboarding, supporting Oracle EBS modernization.
- AI-infused Operations: GenAI-based ticket updates and automated SOP/knowledge article creation to optimize Managed Services.

- Supplier Bank Account Management: Auto-update unpaid and partially paid invoices with new bank account details.
- E-commerce Modernization: Unified storefront for three brands, enabling seamless B2B and D2C operations.
- Process Optimization: Streamlined supplier management, procurement, warehouse, and dealer management with AI-powered chatbots and autonomous tracking agents for real-time order updates.
- Cloud Readiness Assessment: Proprietary framework to evaluate security, risk, and agility for hybrid cloud migration to Oracle Cloud Infrastructure.
- Integration Modernization: Retired BizTalk, and moved to Oracle Integration Cloud for scalable, maintainable operations within the Oracle EBS ecosystem.



Benefits

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Measurable Operational Gains

23%
cumulative effort reduction over three years through AI-driven knowledge management solution, automation and process optimization.

15%
reduction in inventory variability and shorter lead times achieved via supply chain network optimization and autonomous procurement agents powered by Oracle Cloud Infrastructure.

76%
incident volume reduction over three years through rigorous root cause analysis, enabled by optimized Managed Services and Oracle EBS improvements.



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| **Summary**

Future-ready, AI-infused Managed Services Driving Customer Success

With Hexaware, the client transformed its core business processes, including Finance, Procurement, Manufacturing, Distribution, and Order Management, using AI-powered Managed Services for future-ready operations and enhanced customer success. By integrating GenAI for knowledge management, deploying autonomous agents for procurement and support, and modernizing e-commerce and cloud infrastructure through Oracle EBS modernization and cloud readiness assessment, the client achieved measurable gains: reduced effort and errors, optimized inventory and supply chain, and improved customer satisfaction. This strategic infusion of AI and automation ensures agility, scalability, and sustained value across the enterprise.



To unlock agility, efficiency, and customer delight with Hexaware's Oracle Cloud solutions, 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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