



Oracle® — Delivering Business and Technology Solutions

Maximize the value of Oracle solutions through proven experience, a client-focused collaborative approach, and a flexible, cost-effective global delivery model.

Dell Services delivers industry-specific counsel and integrated, end-to-end business and technology solutions that support our clients' strategic, operational, and financial goals. Using the Oracle E-Business Suite business applications, we help customers create new strategic opportunities that control costs, increase operational efficiencies, improve productivity, accelerate delivery, enhance customer service, drive revenue, and cultivate business growth.

Deep levels of experience

Our company has been providing Oracle applications services since 1998. Whether it's a comprehensive solution or a single service you need for your business applications, we deliver functional and technical support, application maintenance (including customization and enhancements), integration services, data hosting, lab-on-hire, and help desk support.

As an Oracle Platinum Partner, the highest partner relationship level that Oracle recognizes, we have built a global team of Oracle solution professionals who have guided successful implementations across multiple industries. We help our clients maximize the benefits and value of Oracle solutions, from high-level strategy consulting to productivity-enhancing applications services, supporting infrastructure services and cost-effective business process solutions. We also offer end-of-life application support to help you move to your preferred future path with upgrades that leverage the power of new versions and releases while retaining the functionality of existing ones.

Proven approach

Dell follows a proven delivery methodology from start-to-finish. First, we strategize with you to plan and develop a solution that meets business and budget requirements. Next, we create or integrate the solution — regardless of who designed it. Then,

through our global delivery model, we execute the plan and provide ongoing management services against SLAs to help ensure the results you expect. We:

- Collaborate directly with clients to deliver results quickly and at a lower cost than typical large consulting firms.
- Contribute the most current knowledge and skills.
- Leverage our scalable, onshore and offshore resources to cost-efficiently deliver applications development and management services.

Our team of business-savvy associates has successfully completed hundreds of complex projects across multiple industries. Our proven approach to Oracle applications solutions minimizes risk while maximizing the potential for success.

Dell Services delivers Oracle implementation, management, and update services for many key customers, including Neenah Paper and Harvard Pilgrim Health Care.

The Challenge

Neenah Paper, Inc. (NPI) is a spin-off from Kimberly-Clark.



The parent company had supported all applications by using legacy systems and a shared service center. NPI needed to establish its own support systems as part of setting up their own business operations.

The Solution

- Perot Systems, now part of Dell Services, was selected to deliver ERP transition and support services.
- The plan called for migrating off of legacy systems and rolling out Oracle 11.5.10 across the U.S. entities with application suites that included: manufacturing, distribution (including WMS), customer service, advanced pricing, procurement, costing, financials, HR, OTL, and EAM.

- The payroll solution included highly customized OTL to meet complex rules for labor unions in the U.S. paper plants with integration to Ceridian and external benefit providers.
- To enhance Business Intelligence capabilities, our team developed a custom data mart to support dimensional sales reporting.
- Production reporting solutions were developed through Oracle Forms and Oracle APIs to increase shop floor efficiencies.
- Developed a custom pallet build solution to support high-volume WMS processes.
- A recent migration effort successfully integrated key processes for Fox River Paper, a recent NPI acquisition, by transitioning them from JD Edwards to Oracle.

The Results

- With help from our company, Neenah Paper has upgraded Oracle applications on-schedule and maintained a reliable support system.
- HR/OTL/Ceridian, Financials, Procurement/iProcurement, and a custom product-costing system provided by us went live on-time in January of 2006.
- Operations, customer service, and distribution for both the Technical Products division and Fine Paper division launched on-target in Q1 of 2007.
- Operations, customer service, and distribution for the Fox River Paper divisions rolled out per plan in April of 2008.

The Challenge

A new management team at Harvard Pilgrim analyzed why the health plan was in deep financial trouble at that time. They discovered significant IT inefficiencies, including the operation of 55 separate application systems and four non-integrated claims processing systems.



The Solution

- Together, Harvard Pilgrim and our teams are managing, maintaining, and optimizing nearly 20 Oracle applications.
- Harvard Pilgrim chose Oracle Financial Management to condense general ledger data and activities and connect them to updated data storage platforms.
- Another key element to success was the installation and management of the Oracle E-Business Suite — including the financial applications, which deliver fast, detailed insight into costs and revenue.
- We also support other powerful Oracle modules that address project accounting, cash management, human resources, regulatory compliance, and other business automation applications.

The Results

- Repaired core IT infrastructure, claims processing, and interface problems.
- Delivered new services to members, medical providers, brokers, and employees.
- Established a single chart of accounts creating a unified view of the business.
- Aligned business processes and tracking of financial drivers.
- Automated the payment of sales commissions to brokers.
- Provided employees with anytime/anywhere Web access to business applications.
- Improved records privacy to meet stringent compliance mandates.
- Streamlined claims transactions to clear massive backlogs.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

Focused on Business Solutions

Dell Services has deep expertise in supporting the entire Oracle family of applications, including Oracle's E-Business Suite, an integrated application that can be an essential element to support enterprise resource functions.

We deliver:

- Business Strategy
- Business Architecture
- Business Intelligence Programs
- Enterprise Application Solutions
- IT Resource Alignment
- Application Testing
- Product and Information Flow (including supply chain, logistics and reengineering)
- Customer Relationship Management
- Value Proposition and Roadmap

"The outstanding technical support that Perot Systems (now Dell Services) provides for our key Oracle solutions makes our business run more smoothly, which translates directly into greater operating efficiency and better overall service."

Deborah Norton
CIO & Senior Vice
President of IT
and Operations,
Harvard Pilgrim
Health Care