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## MANAGED SERVICES CASE STUDY

- **Challenge:** Client had recently implemented Oracle Planning and Budget Cloud Services (PBCS). The primary owners of the application were the Finance team, who were fully allocated to performing analytical tasks for leadership. The finance team evaluated hiring a full-time resource to administer the application but found it difficult to find a resource with experience in not only maintaining Oracle EPM applications but enhancing their capabilities over time.
- **Solution:** FT Solutions partnered with the client to implement a highly automated managed services offering. Regularly occurring administrator tasks such as taking backups, updating variables, loading data, maintaining metadata, regularly distributing reports, and validating Oracle updates were fully automated via EPM Automate. FT Solutions managed services monitored the automated software and kept logs, audit files, backups, and reports stored on a SharePoint site for Finance team access. FT Solutions also provided periodic performance testing, system audits, and Oracle update testing to proactively identify potential issues. Application enhancements were tracked by FT Solutions managed services and performed by FT Solutions consultants at the client request.
- **Results:** Client was able to fully utilize PBCS system as if there was a full-time system administrator, but at a fraction of the cost. Client had ready access to data validation files, system audit logs, and environment testing reports in order to build trust in the new PBCS application as the primary management reporting system. Client was able to customize management reporting tasks, such as automated report distribution, as their EPM processes and goals changed through out time. Client was able to implement several small enhancements in partnership with FT Solutions consulting to ensure the PBCS application met their business intelligence needs.

**Industry:** Multifamily Real Estate

**Areas Served:** United States

**Annual Revenue:** Private

**Total Assets:** Private

**Total Employees:** > 200

**Total Users:** ~ 30



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## **CONTACT**

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