

## **Case Study – Application Implementation Oracle Business Intelligence Suite**

### **Customer Profile:**

World leader in execution and clearing services for exchange-traded and over-the-counter derivative products as well as for non-derivative foreign exchange, equities, and fixed-income products in the cash market.

Offering customized solutions in the global cash and derivatives markets to a wide range of clients that includes financial institutions, corporations, hedge funds and other asset managers as well as professional traders and private/retail clients.

Operating in 14 countries on more than 70 exchanges, providing access to some of the largest financial markets in the world; they are the leader by volume on many of these markets.

Focused on helping clients define and execute their trading and hedging strategies and capitalize on market opportunities by delivering access across multiple markets and geographic regions, along with a breadth of product offerings and extensive product knowledge

### **Business Case:**

Customer had initiated a program to re-engineer and improve business processes and technology solutions across Human Resources, Finance, Procurement, Risk, Treasury, Client Solutions and Operations.

They had selected and purchased the Oracle eBusiness Suite as the technology solution for Human Resources, Finance and Procurement.

They determined that they needed assistance from an external vendor to plan and manage the implementation. They wanted a vendor who understood the technology and has expertise in implementing solutions for the Financial Services sector.

ForwardThink Group was identified as the best of class vendor to provide Oracle Application Implementation advisory and consulting assistance focused around project planning, business analysis, technical analysis and quality assurance.

### **Project Objectives:**

The following were the primary project objectives:

1. Develop a Program Management Office including a Governance Model, Issue & Change Management procedures, and Communications Plan.
2. Create an Oracle Applications Implementation and Oracle Applications “Hosting” RFP / RFI and send to Short-listed vendors. Develop a scoring matrix and use it to analyze the vendor responses and provide a vendor recommendation to the Customer.
3. Create and validate the Project Scope including definition of all phases.
4. Develop overall Project Plan with timelines, tasks and deliverables.

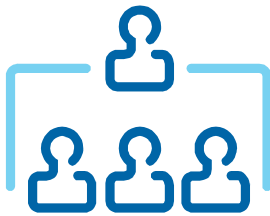
5. Create a project Resource Plan with RACI matrix of roles & responsibilities and determine the staffing model (resource profiles and sources).
6. Establish the Project Budget.
7. Create a Global Deployment Strategy.

**ForwardThink Group Solution & Services:**

ForwardThink Group leveraged industry best practices and the team experience and skills in Program Management, Functional Expertise and Implementation of Oracle Financials, HR, OAB, and CRM. The existing Customer Roadmap, PMO & Technology Standards, Requirements were also leveraged. Understanding the Oracle Application Implementation Methodology (AIM) was critical to a successful project planning phase.

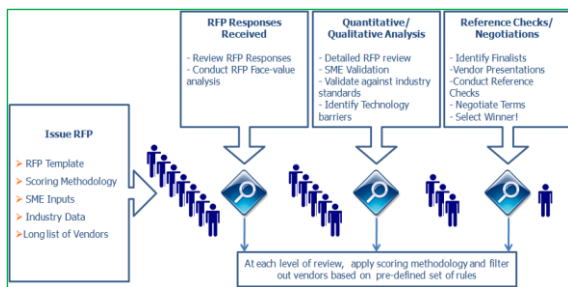
An overview of the ForwardThink Group Solution is presented below:

**I. Developed a Program Management Office Plan**



1. Established Governance Model
2. Created Issue & Change Management procedures
3. Developed Communications Plan

**II. Managed the RFP process for selecting a Third Party Vendor for Implementing and Hosting Oracle Applications**



1. Created RFP / RFI to Build and Hosting Vendors
2. Developed a Vendor Scoring Matrix with Vendor Responses
3. Provided a Vendor Recommendation for Build and Hosting



### **Best Practices:**

- **Stakeholder Involvement** - Regular, structured involvement from business & technology stakeholders with participation in key meetings and decisions
- **Thought Leadership** - Knowledge of the Wealth Management industry best practices and experience in process re-engineering development and implementation
- **Executive Sponsorship** - High level sponsorship of program and support for team to ensure consistent communications and change management
- **Readiness** - Change Management across organization, infrastructure, processes and deployment
- **Methodology** - Proven methodology that incorporates business focus, that is culturally acceptable and provides process and tools for successful implementation
- **Systematic Migration** - Phased implementation and migration of users based on business priorities, risk management and budgets
- **Program Management** - Structured PMO team with the responsibility and authority to manage and drive the design, build & implementation

### **About ForwardThink Group, Inc.**

ForwardThink Group, Inc., a leading consulting firm, offers a wide range of Management and IT Consultancy services to the Financial Services Industry with a special focus on Banking, Asset and Wealth Management, Capital Markets and Insurance Industries. ForwardThink Group provides solutions designed to help organizations meet the challenging business needs of today and tomorrow.

For a complete list of our solution capabilities please visit us at our website [www.forwardthinkgroup.com](http://www.forwardthinkgroup.com) or send us an e-mail at [sales@forwardthinkgroup.com](mailto:sales@forwardthinkgroup.com).