



# Case Study

ORACLE

PRACTICE

## Setech Inc. (a Charlotte NC based MRO Supplier)

Established in 1981 as Southeastern Technology, Setech's core business focus is to manage and source 100% of MRO products for their customers who are spread across various geographies including USA, Mexico, Asia and Europe.

### THE CIO Q?



Can your enterprise systems bear your growth needs— still keeping an eye on lower TCO?

*"We were looking at a cost effective way to support our maintenance requirements. After some effort we zeroed in on iVitesse based on their skills and track record .We have been able to get high quality and cost effective support at short notice from iVitesse. Interactions between our teams have been very smooth. We are delighted with our association .Support requirements and trouble tickets filed at night get resolved before we wake-up! We would recommend iVitesse to anyone who is looking for a high quality and responsive partner."*

- TOM SHEEHAN  
CIO, Setech Inc.

### Business Challenge

The IT landscape at Setech consists of multiple enterprise systems including Oracle Apps that support their operations and services management to clients across the globe.

### Opportunity

Oracle Apps supports Setech's operations in areas of Order Management, Inventory Management and Finance.

First, Setech's systems have been customized to a large extent in order to meet specific processes that support MRO sourcing space. Secondly, applications have been augmented with a number of Java-based interfaces to ensure interact with external Customer systems and internal business users. Setech has their internal technical and functional teams to develop and maintain custom built applications.

However, an increasing emphasis on development needs due to growth as in addition of newer clients prompted Setech to expand their existing IT infrastructure base. With a view to contain the overall IT costs as a result, iVitesse was retained as an outsourcing partner to help bridge the value/cost challenge.



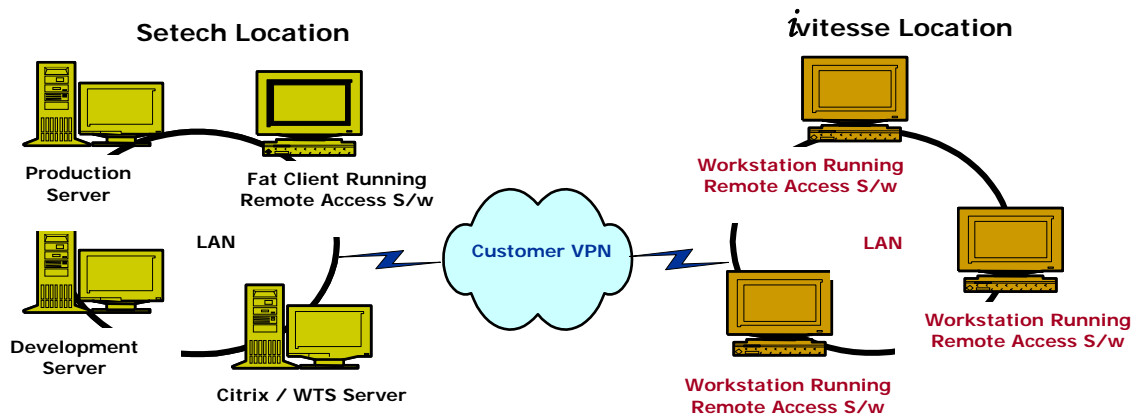
### Solution Approach:

- Augmenting technical resources (Oracle Apps Technical and Java) from offshore to meet these challenges on a onshore-offshore model thru' remote access to Setech's server
- Work on client's ticketing mechanism
- Bi-weekly teleconferencing and weekly status report with time-sheets

### Results:

- About 30% saving in development and maintenance costs
- Access to skilled resources at a much lower cost
- Improved service level to their clients

## Technical Architecture



### Benefits of Ivitesse Outsourcing Center

Values realized by customer include;

- Seamless working between the onsite and off-shore teams through well designed communication and delivery processes to enhance application.
- Built off-shore teams to sustain cost advantages.
- Helped Setech upgrade their existing system to a higher version Ivitesse managing the complete program from off-shore location.
- Delivered in a timely manner a host of value added services like documenting future functional enhancements, component developments, data cleaning and sanitization to impact TCO positively

### Customer Quote

*"It was a pleasure to work with the team. Everyone on the team demonstrated very strong work ethics and exemplary attitude. They were always willing to go that extra mile to get things done"*

-SANDIP KUMAR  
Project Manager,  
Setech Inc.