



ERP Purchasing

How Cisco IT Upgraded Its ERP Purchasing Module



A Cisco on Cisco Case Study: Inside Cisco IT

Overview

- Challenge:

 - Simplify and standardize customer-facing processes and controls (quote-to-cash business processes)

- Solution:

 - New Oracle 11i foundation, reduced customizations, and optimized processes

- Results

 - Smooth go-live, with four-day transition

- Next Steps

 - Taking advantage of new foundation for increased collaborative business processes and productivity improvements

Challenge: Simplify QTC Foundations

- Upgrade to the new Oracle 11i foundation
- Replace customizations with standard software functionality and retire aging applications
- Enable cross-functional area collaborations and better communications with partners and customers
- Accurately scope the efforts required
- Ensure adoption by Cisco and partners

Solution: New QTC Software Foundations

- Solid long-term foundation design
- Collaborative team approach for planning, training, rehearsals, go-live, and follow-up
- Cisco Release Management methodology and best practices
- Detailed preparations and dry-runs
- Four-day transition to new platform

Results: Surpassing All Expectations

- Cisco business normalized on new platform in one quarter
- World-class purchasing experience for customers
- Better financial controls for Cisco
- Supportable global procurement
- Stable and efficient platform for more than 10 major Cisco organizations

Next Steps: Planned Enhancements

- Global, segmented pricing models
- Integrated offers: products, service, financing
- Improved ordering experience
- Wide-scale automation of financial controls, and productivity enhancements for sales, partners, and customers

The Cisco Culture

“Collaboration is part of the Cisco culture--the Everest project is a great example. Without effective collaboration, this project could never have succeeded.”

Steve Blunt, Director of Customer Advocacy, Cisco Systems

To read the entire case study, or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT

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CISCO



Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883


Asia Pacific Headquarters

Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Europe Headquarters

Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: +31 0 800 020 0791
Fax: +31 0 20 357 1100

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