

How Cisco IT Upgraded Its ERP Purchasing Module

New ERP platform for Cisco quote-to-cash business process improves purchasing for customers and partners.

BUSINESS BENEFITS

- Better financial controls and tax application
- Supportable global procurement
- Simplified pricing system
- Scalable order management
- Scalable, integrated service logistics.

“The overwhelming success of the Everest project has given Cisco management confidence about large-scale projects.”

– David Murray, Director, Cisco IT Management

At Cisco Systems®, an outdated software foundation and a growing base of customized software created technical and business process obstacles for enhancing the enterprise resource planning (ERP) system and adopting new e-business models. Increasing demand for collaboration with suppliers, distributors, partners, and customers was also driving the need for a new platform that could better facilitate interactions. In response to these forces and new corporate requirements for Sarbanes Oxley compliance, the Cisco® executive team asked IT to take on the challenge of upgrading the company’s ERP software foundation.

The scope of the project was unmatched in the company’s history. One out of every three employees and more than 30,000 customers and partners were part of the Cisco quote-to-cash (QTC)

process that would be affected. IT identified 37 business processes, and their related subprocesses, to be analyzed during the planning phase. Approximately 1000 questions were posed and discussed with relevant teams and departments. More than 300 points of feedback were captured during the review process, 122 action items were identified, and 11 potential “showstoppers” were analyzed.

A focus on priorities, people, and processes led to a system cutover that had minimal impact on Cisco and its customers and partners. Extensive preparations clearly defined every step of the project—before, during, and after the actual go-live event. The go-live event took less time than anticipated—only four days of downtime for the key systems, and only seven days total for all of the tools and applications involved.

Outdated software and customizations have been upgraded to Oracle11i solutions. Order Management, Accounts Receivable, Collections, Credit Card applications, Pricing, Tax Engine, and legacy ordering and commerce tools have been replaced. More than 400 ERP reports have been retired, along with several legacy applications and programs, for a 20-percent reduction in customizations. Along with the simpler and more easily supported new foundation, Cisco and its customers now enjoy new streamlined business processes for 37 out of the 63 QTC tasks.

Scalable foundation for the future. The updated foundation, reduction in customizations, and process improvements allow greatly enhanced collaborations with partners and a world-class purchasing experience for customers.

The new foundation supports tailored user experiences and streamlined operations.

Case Study: http://www.cisco.com/web/about/ciscoitwork/case_studies.html

FOR MORE INFORMATION

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 www.cisco.com/go/ciscoit

NOTE

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