rSTAR TECHNOLOGIES

Transforming Field Services Through Oracle Extension and Microservices

CASE STUDY

Overview

This Fortune 500 manufacturer of equipment for the energy industry struggled to modernize its Oracle EBS platform. The platform's limitations created a longer days sales outstanding (DSO) cycle than was desirable resulting in 30- to 60-day lags between field service technicians completing their work and billing their clients.

By extending and enhancing the EBS platform with cloud native apps and microservices, the company empowered its field service technicians to enter billing information from customer locations. This immediately shortened DSO from 30-60 days to nearly zero. Additionally, rSTAR's recommendation to move to cloud native apps saved the manufacturers tens of thousands of dollars per month on licensing fees.

CHALLENGE & SOLUTION

The Challenge

Lacked Cloud Capabilities:

Field Services Technicians lacked a fast and easy way to access their ERP from client locations, resulting in billing delays and missed opportunities.

Delayed Billing & Long DDSO:

Because they lacked access from the field, client account updates were delayed, resulting in delayed billing and a long DSO (days sales outstanding).

Expensive Licenses:

Current apps used by Field Services were expensive to license and didn't solve the problem.

The Solution

Oracle EBS Extended with Cloud Native Apps:

Extended Oracle EBS with cloud native apps and microservices, creating a custom cloud-based system to meet Field Service Technician needs.

Real-Time Visibility:

Customer information could now be viewed immediately in the field, and entries added by technicians appeared in the system with near real-time visibility.

Shorter DSO:

DSO shortened from 30-60 days to almost zero by enabling technicians to update accounts quickly from handheld devices.

Custom Apps Saved Money:

Client was able to retire many of their costly apps and shift to microservices model for significant monthly cost savings.

TECHNOLOGIES OR SOLUTIONS INVOLVED

Oracle EBS

Cloud Native Apps

Microservices

IT Modernization

OUTCOMES

$75,000 Monthly Savings in App Licensing Fees

By decoupling monolithic ERP functions and migrating them to cloud-native microservices, rSTAR enabled the company to significantly trim down costly app licensing fees. This transition to a modular, scalable cloud architecture allowed the company to save $75,000 per month, improving their financial flexibility.

30-60 Days Reduction in Days Sales Outstanding (DSO)

The integration of enterprise mobile apps with the ERP system allowed for real-time synchronization of data between field operations and the back office. Sales representatives could update and finalize transactions on the go, eliminating delays in invoicing. As a result, the company reduced DSO by 30-60 days, accelerating cash flow, improving working capital, and enabling faster revenue recognition. This improvement bolstered the company's financial stability and allowed for timely reinvestments into critical business areas.

Increased Sales and Reduced Downtime

The cloud-native microservices and mobile app integration provided the company with real-time visibility into operations, enabling predictive maintenance and data-driven sales strategies. This increased visibility led to higher sales by identifying and capitalizing on upsell opportunities, while also reducing operational downtime through proactive issue resolution. These advancements not only boosted immediate revenue but also improved production efficiency and strengthened customer relationships, fostering long-term loyalty and trust.

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