



CriticalRiver Helps a Renowned Semiconductor Company Reduce Support Man Hours by 50% and Increase Productivity by 67% by Implementing Oracle E-Business Suite

A large semiconductor manufacturing company, as part of their expansion plan, acquired a renowned technology company. This acquisition resulted in multiple systems and platforms and the company was looking at integrating and standardizing the IT infrastructure, structure a unified, common platform, automate processes to create a seamless environment.

CriticalRiver partnered with our customer to roll-out SCM for manufacturing, finance modules, develop interfaces, data migration, post-production support, end-user training and documentation.

The solution included

- Development of ten major interfaces and integrations covering SCM, manufacturing and finance modules
- Designing, building, testing and implementing multiple enhancements and customizations
- Migrations of a large volume of data from legacy systems to newly integrated Oracle applications
- Performing training needs analysis, formulating training plans, building customized training material
- End-user training, documentation

Benefits

- Substantial improvement in processes after a smooth transition from legacy to modernized applications
- System support man hours reduced by 50% after data migration to newly integrated Oracle Application
- 67% increase in productivity improvement in manufacturing and finance processes
- Enhanced data security helped reduce downtime, and increase operational efficiency
- Better user experience for employees and management resulting in higher end-user adoption

The customer is a leading provider of advanced, high-performance process control metrology and inspection solutions used primarily in the semiconductor manufacturing industry, as well as in the fabrication of other solid-state devices and components in the optoelectronic, LED and storage industries, and in the industrial, aerospace and scientific research markets.

Industry: Manufacturing

Solution Components:

- Oracle E-Business Suite R12
- (Modules being AP, AR, GL, INV, PO, BOM, WIP, ASCP)

Customer Feedback:

“CriticalRiver enabled seamlessly integrate our newly acquired company into our system, reduce support man hours by 50%, substantially raise productivity 67% helping us accomplish our business goals and grow”

