



## CASE STUDY : PEPSICO INTERNATIONAL, EUROPE

### [ BACKGROUND ]

- ▶ Tropicana markets, sells and distributes fruit juice to retail customers across Europe.
- ▶ To support the ongoing growth in the business, ever-changing customer demands and Euro compliance, Tropicana implemented Oracle ERP applications with Oracle Hosting (OHS) across its European business operations.

### [ CLIENT SPEAK ]

“ Systems Plus Solutions, with its' diverse capability on Oracle Applications helps us improve our Oracle Projects throughput. ”

**Jeans Charles Tonin**  
Director - PepsiCo Europe

## [ OUR CHALLENGE ]

Streamline operations and facilitate better management of budgets by helping Tropicana overcome the following challenges:

- Wide range of implemented modules (i.e., Financials, OM, OPM, Purchasing, e-Commerce)
- Many instances
- Maintaining their numerous customizations & its related documentation
- High maintenance costs

## [ OUR SOLUTION ]

- ▶ We took ownership of all customizations in a phased manner ensuring zero impact/interruptions to the business during transition.
- ▶ The solution covered:
  - The provision of an offshore center that took care of all the technical needs and customizations that:**
    - Supports, maintains & develops New/ Existing Customizations
    - Performs impact analysis of patches on the customizations where applicable
    - Maintains all code and documentation for customizations
    - Interacts with Oracle Hosting for all application of code on the various instances
- ▶ A 24x7 CRM helpdesk tool for handling requests from the client
- ▶ A dedicated team working on European time to provide quick response and complete support .

## [ BUSINESS BENEFITS ]

- ▶ Significant savings as a result of the off-shore model
- ▶ The new Support model allowed enhancements/modifications as compared to earlier model which only allowed bug fixing
- ▶ A dedicated support team helped improve service levels

## [ ABOUT SYSTEMS PLUS SOLUTIONS ]



An ISO 9001:2000 Certified Business Solution provider, Systems Plus Solutions drives business improvement through innovative and affordable solutions that add value to your business.

Our committed team has a track record of developing, implementing and supporting business solutions for clients in over 20 countries across Europe, Asia and North America.

We offer a wide range of customized solutions through our 3 service divisions, namely Business Consulting, Solutions Group and Oracle Applications. These solutions are driven by an operating policy that focuses on the Customer Experience and Sustainability.

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