# INFORABIA

## Solutions and consultancy

ORACLE | Partner

Company profile

INFORABIA
Solutions and consultancy

# Index


- Introduction
- Our Portfolio
- Our Services
- INFORABIA Values
- Methodology
- Approaches

**INFORABIA**

**Solutions and consultancy**

# About INFORABIA

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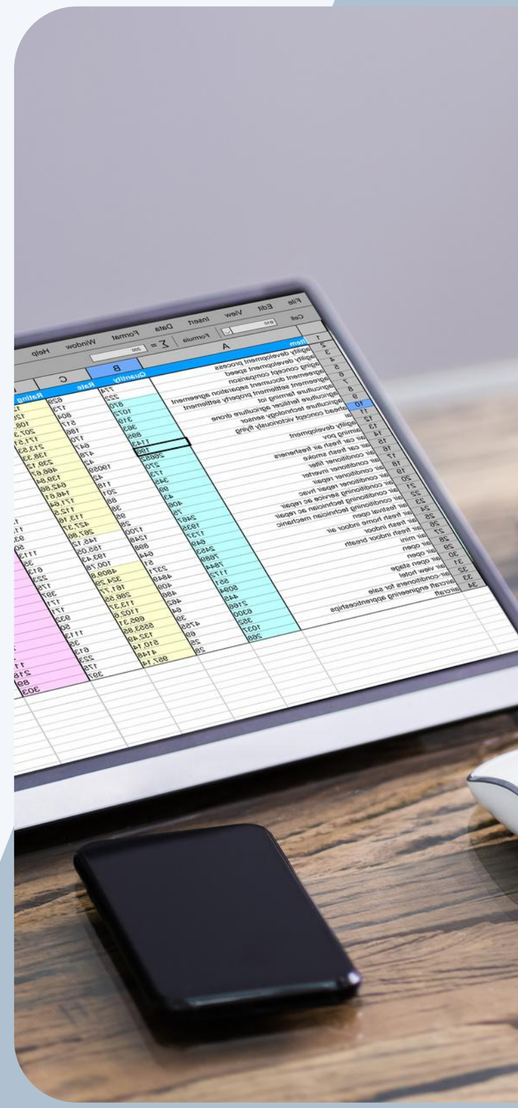
# Driving Digital Transformation

**INFORABIA Vision**: To become a leading provider of Oracle software solutions and consulting services in Egypt and the MENA region.

**INFORABIA Mission:** To deliver innovative technology solutions, enhance digital transformation, and provide exceptional customer service to help businesses thrive in an evolving market.

**INFORABIA Strength :**

- Arabic speakers Resources speak professional English
- Our Main office in Egypt offering highly competitive price across ME Region.
- Cost-Effective PaaS Solutions: Enjoy premium services at competitive prices, without compromising on quality.
- Our team maintains a strong presence across the Gulf region, providing us with in-depth, localized expertise on legal matters



# BUSINESS OVERVIEW

**+20 Years Experience**

**+35 Resource**

**+75 Success Story**

# BEST ACHIEVMENT

2
BANKING

1
RETAIL

3 FMCG

7 GOVERNMENT

8
PIF

1
AUTOMOTIVE

3
Constructions

1
LMS

1 Telecom

# OUR PRESENCE

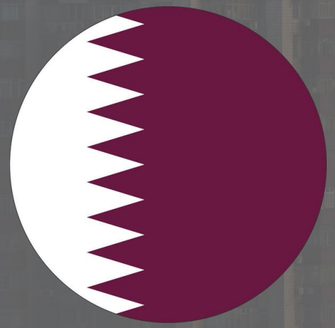
Office

Egypt

Offshore Services

Saudi Arabia

UAE



Qatar

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# INFORABIA Portfolio and Ecosystem

ORACLE
FUSION APPLICATIONS

ORACLE
FUSION APPLICATIONS
FINANCIALS

ORACLE
FUSION APPLICATIONS
HUMAN CAPITAL MANAGEMENT

ORACLE
SCM CLOUD

ORACLE
ENTERPRISE PERFORMANCE MANAGEMENT CLOUD

ORACLE
CX CLOUD

ORACLE
Platform as a Service (PaaS) CLOUD

فاتورة
Fatoora

Evosys
A Mastek Company

PURITY
TECH

Tahaluf

Mastek

إمضاء
emdha

servicenow

NEXT
CAREER DEVELOPMENT ACADEMY

freshdesk

# CLIENTS AND REFERENCES

هيئة تطوير منطقة المدينة المنورة
Al Madinah Region Development Authority

المسار الرياضي
Sports Boulevard

التنفيذي
ALTANFEETHI

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مؤسسة مستشفى سرطان الأطفال 57357
Children's Cancer Hospital Foundation

etisalat by e&

EIB

البنك الأهلي الأردني
Jordan Ahli Bank
أهلي

الكثيري للسيارات
Al Kathiri Motors

ALEXBANK | بنك الإسكندرية

الكيميائية السعودية
Saudi Chemical
Saudi Joint Stock Co.
شركة مساهمة سعودية

الهيئة السعودية للسياحة
SAUDI TOURISM AUTHORITY

THC
THE HELICOPTER COMPANY
شركة الطائرات العمودية

stc

أشغال
ASHGHAL
قطر تستحق الأفضل
Qatar Deserves The Best

AMERICANA
QUALITY

EMP
EMERGING MARKETS PAYMENTS

الشياكة
alShiaka

Panda
بنده

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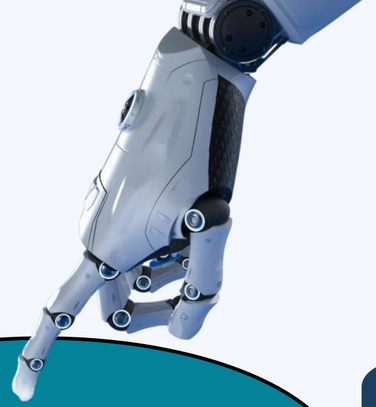
# INFORABIA PORTFOLIO



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## IMPLEMENT

Oracle Cloud Fusion Enterprise resource planning ( ERP) implementation, Support and processes Automation

## SUPPORT

Support offers 24/7 access to a global team of experts for cloud and on-premises ERP applications (Onsite – Offshore).

## INNOVATE

Health Check, Enhancement and enable Digital transformation enablement and find any cross selling and work opportunity

- ERP Implementation
- Application Managed Services
- Health Check
- Upgrade & Transformation
- Digital Transformation
- Development & Customization

# Oracle Application Products

## Oracle Fusion Cloud Services

### Fusion ERP - SAAS

- Oracle Financial CS
- Oracle Projects CS
- Oracle HCM & Taleo CS
- Oracle SCM CS
- Oracle CX CS
- Oracle Risk Mang. CS
- Oracle EPM CS
- Oracle FAW CS
- Chatbot – ODA- IOT – RPA

### Fusion ERP - PAAS

- INFO Sub-Contracting
- INFO Budget Transfer
- INFO Bank Facility Service
- INFO einvoice Solution
- INFO B2B Integration
- INFO Mobile Application
- Online Signature

### INFORABIA Accelerator

- INFO Reports
- INFO Golden Template
- INFO CoE Center
- Business Consultation
- Change Management
- Digital Transformation

# ORACLE ERP APPLICATIONS PORTFOLIO

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## Oracle Enterprise Resource Planning

Oracle Enterprise Resource Planning Cloud
- Oracle Financials Cloud Service
  - Account Payable
  - Account Receivable
  - Fixed Assets
  - Cash Management
  - General Ledger
- Oracle Fusion Transactional Business Intelligence Cloud Service
- Oracle Fusion Financial Reports Center Cloud Service
- Oracle Advanced Collections Cloud Service
- Oracle Revenue Management Cloud Service
- Oracle Grants Management Cloud Service
- Oracle Project Contract Billing Cloud Service
- Oracle Project Financials Cloud Service
- Oracle Project Management Cloud Service
- Oracle Automated Invoice Processing

Oracle Enterprise Resource Planning for Self Service Cloud Service
- Oracle Fusion Expenses Cloud Service
- Oracle Fusion Project Resource Management Cloud Service
- Oracle Fusion Task Management Cloud Service
- Oracle Fusion Transactional Business Intelligence Cloud Service

Oracle Procurement Cloud Solutions
Oracle Fusion Procurement for Self Service Cloud Service
Oracle Fusion Risk Management Cloud Service
Oracle Fusion Financial Reporting Compliance Cloud Service
Oracle Fusion Accounting Hub Cloud Service

## Oracle Supply Chain Management

Oracle Fusion Order Management Cloud Service
- Oracle Order Management
- Oracle Global Order Promising

Oracle Fusion Product Management Cloud Service
- Oracle Innovation Management
- Oracle Product Management
- Oracle Product Hub
- Oracle Product Hub Portal
- Oracle Quality Management
- Oracle Configurator Modeling

Oracle Fusion Supply Chain Management Limited Cloud Service
- Oracle Innovation Management Ideation
- Oracle Transactional Business Intelligence (OTBI)

Oracle Fusion Supply Chain Execution Cloud Service
- Oracle Manufacturing
- Oracle Maintenance
- Oracle Inventory Management

Oracle Fusion Supply Planning Cloud Service
- Oracle Supply Planning
- Oracle Planning Central

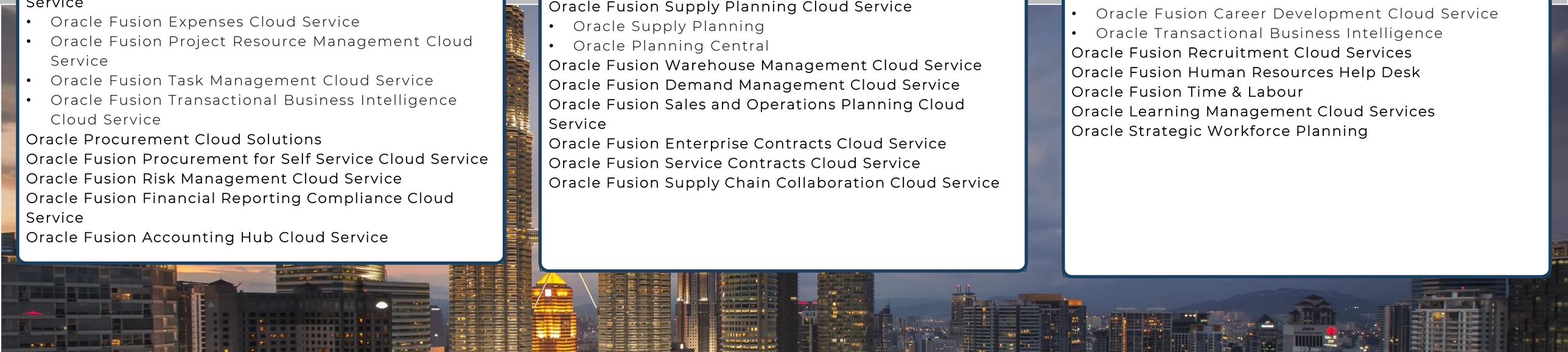
Oracle Fusion Warehouse Management Cloud Service
Oracle Fusion Demand Management Cloud Service
Oracle Fusion Sales and Operations Planning Cloud Service
Oracle Fusion Enterprise Contracts Cloud Service
Oracle Fusion Service Contracts Cloud Service
Oracle Fusion Supply Chain Collaboration Cloud Service

## Oracle Human Capital Management

Oracle Fusion Human Capital Management Cloud Service
- Oracle Fusion Global Human Resources
- Oracle Fusion Absence Management
- Oracle Fusion Benefits
- Oracle Fusion Cash Management (restricted-use)
- Oracle Fusion Payroll Interface
- Oracle Fusion Onboarding
- Oracle Fusion Workforce Directory Management
- Oracle Fusion Workforce Modeling
- Oracle Fusion Workforce Predictions
- Oracle Fusion Work Life Solutions

Oracle Fusion Talent Management Base Cloud Service
- Oracle Fusion Performance Management Cloud Service
- Oracle Fusion Goal Management Cloud Service
- Oracle Fusion Talent Review and Succession Planning Cloud Service
- Oracle Fusion Career Development Cloud Service
- Oracle Transactional Business Intelligence

Oracle Fusion Recruitment Cloud Services
Oracle Fusion Human Resources Help Desk
Oracle Fusion Time & Labour
Oracle Learning Management Cloud Services
Oracle Strategic Workforce Planning



# Oracle PaaS Strength

1. ORACLE INTEGRATION CLOUD (OIC): SEAMLESS INTEGRATIONS WITH PRE-BUILT ADAPTERS.

2. CUSTOM APPLICATION DEVELOPMENT: ENTERPRISE-GRADE APPLICATIONS LEVERAGING ORACLE PAAS.

3. ORACLE DATABASE CLOUD SERVICES: HIGH AVAILABILITY, SCALABILITY, AND OPTIMIZATION.

4. ANALYTICS AND REPORTING SERVICES: REAL-TIME INSIGHTS WITH ORACLE ANALYTICS CLOUD.

# Customization Applications

Beyond standard Oracle applications, we offer a range of customized solutions tailored to address specific client requirements, ensuring optimal performance and operational efficiency.

- Penalty Management
- B2B Integration
- ZATCA Compliance
- B2B Customer Compensation
- Treasury Management System
- Supplier Certificate with Yaseer
- ISNAD Integration
- Block Supplier Functionality
- Procurement Plan Management
- Fill Forms Automation
- General Receipt Accounting Integration
- ServiceNow Integration
- HCM Extract Enhancements
- Integration with PMIS
- Application Composer for PPM Contracts
- Page Composer for I-Expense Module
- Redwood for Supplier Registration
- Emdha Digital Signature Integration

# Expertise in Key Technologies

We utilize Oracle's powerful development tools, including Visual Builder Cloud Service and Application Composer, to create efficient, low-code solutions and highly customized applications tailored to specific client requirements. This approach ensures rapid development cycles and optimal performance.

- Oracle Redwood Design for modern UI/UX.

- Visual Builder Cloud Service (VBCS) for low-code app development.

- Seamless integrations with Oracle SaaS and third-party systems.

- Advanced customizations using Application and Page Composer.

# Success Stories

We've helped numerous clients achieve significant improvements in their operations through tailored solutions. These success stories highlight our ability to streamline processes, enhance efficiency, and drive tangible business value across diverse industries.

1. ZATCA Compliance: Streamlined e-invoicing for Saudi Arabia.
2. Treasury Management System: Improved financial operations.
3. ServiceNow Integration: Enhanced IT service management.
4. Redwood Supplier Registration: Modernized supplier onboarding.
5. Digital Signatures: Emdha integration for seamless signing.

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# INFORABIA METHEDOLOGY

**Implementation, Support, DM, HC, Testing & Governance**

# HEALTH APPROACH

## •FUNCTIONAL SUPPORT

•Provide support for all implemented solutions
•Offering functional support to users, addressing queries, and troubleshooting issues.
•Managing service requests with Oracle Support for issues that cannot be resolved in-house.
•Ensuring the application configurations align with business processes.

## •TECHNICAL SUPPORT

•Managing service requests with Oracle Support for issues that cannot be resolved in-house.
•Setting up and maintaining integrations with other systems (both Oracle and non-Oracle)
•Ensuring data flows seamlessly between systems, maintaining data integrity and accuracy.
•Managing customizations while staying within the update-safe paths recommended by Oracle to avoid issues during automatic updates.

## •USER TRAINING

•Providing comprehensive training to users to ensure they can effectively use the system.
•Developing user guides, FAQs, and training materials tailored to different roles within the organization.
• Develop handover documentation.

## •CONTINUOUS IMPROVMENT

•Gathering and analyzing user feedback to continuously improve the system's effectiveness
•Keeping abreast of new features and updates released by Oracle and assessing their impact on current configurations and business processes.

## •INCIDENT RESOLUTION

•Incident resolution, problem management, and service request fulfilment for all modules.

# INFORABIA Data Migration Strategy

## DATA LOAD

- Data Migration into Destination Application

## DATA TRANSFORMED

- Data Template
- Data Test Upload
- Data Mapping Rules

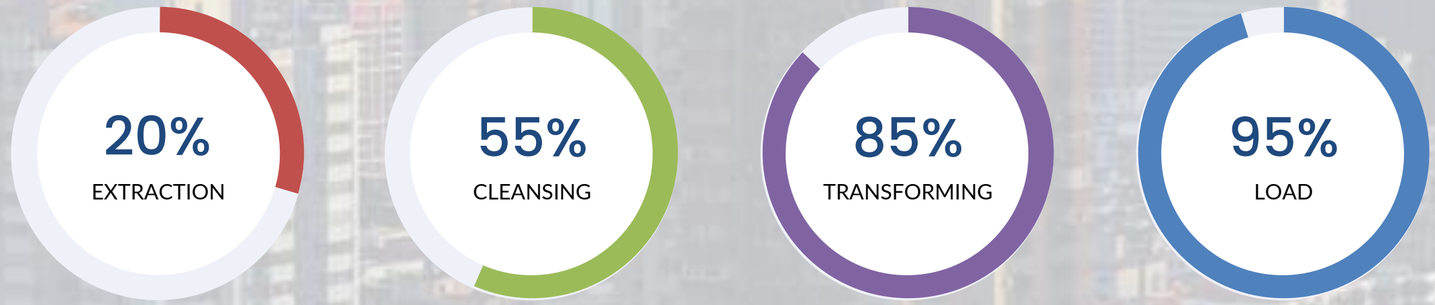
## DATA EXTRACTED

- Study Data Source
- Data Items Agreed
- Approach to history agreed
- Extraction approach & owners agreed

## DATA CLEANSING

- Data Structure
- Data Duplication
- Master Data Management

## DATA STAGES



# Oracle Unified Methodology (OUM) Cloud App Services Implementation Approach

## Project Design

- Project Planning
- Kickoff Meeting
- Schedule Workshops
- Functional Design Workshops
- Technical Design workshops
- Design Review
- Develop security and validation strategies & Plans
- Implementation checkpoints

## Configure

- Setup Applications
- Validate configurations
- Load & Validate Data
- Build & Validate Integrations
- Apply and validate extensions and extensible items
- Implement security
- Prepare cutover strategy
- Conduct implementation check points

## Validate

- Update setups
- Prepare validation scripts
- Load & Validate Data
- End to End Review
- Prepare for Training
- Train the Trainer Workshops
- Implementation checkpoints

## Transition

- Migrate configuration to production
- Migrate Integration & Extension to production
- Load, Reconcile & Validate Data load in production
- Conduct Final validation review
- Verify Production and Operation Readiness
- Begin Production User
- Implementation Checkpoint

## Realization

- Manage Transition to study state operation
- Post Go Live Support
- Handoff to client Relationship Manager
- Gain Acceptance
- Close project

# Implementation KEY DELIVERABLES

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- Project Plan
- Key Design Decisions
- Data Migration Strategy
- Reporting Strategy
- Integrations Strategy
- Testing Strategy

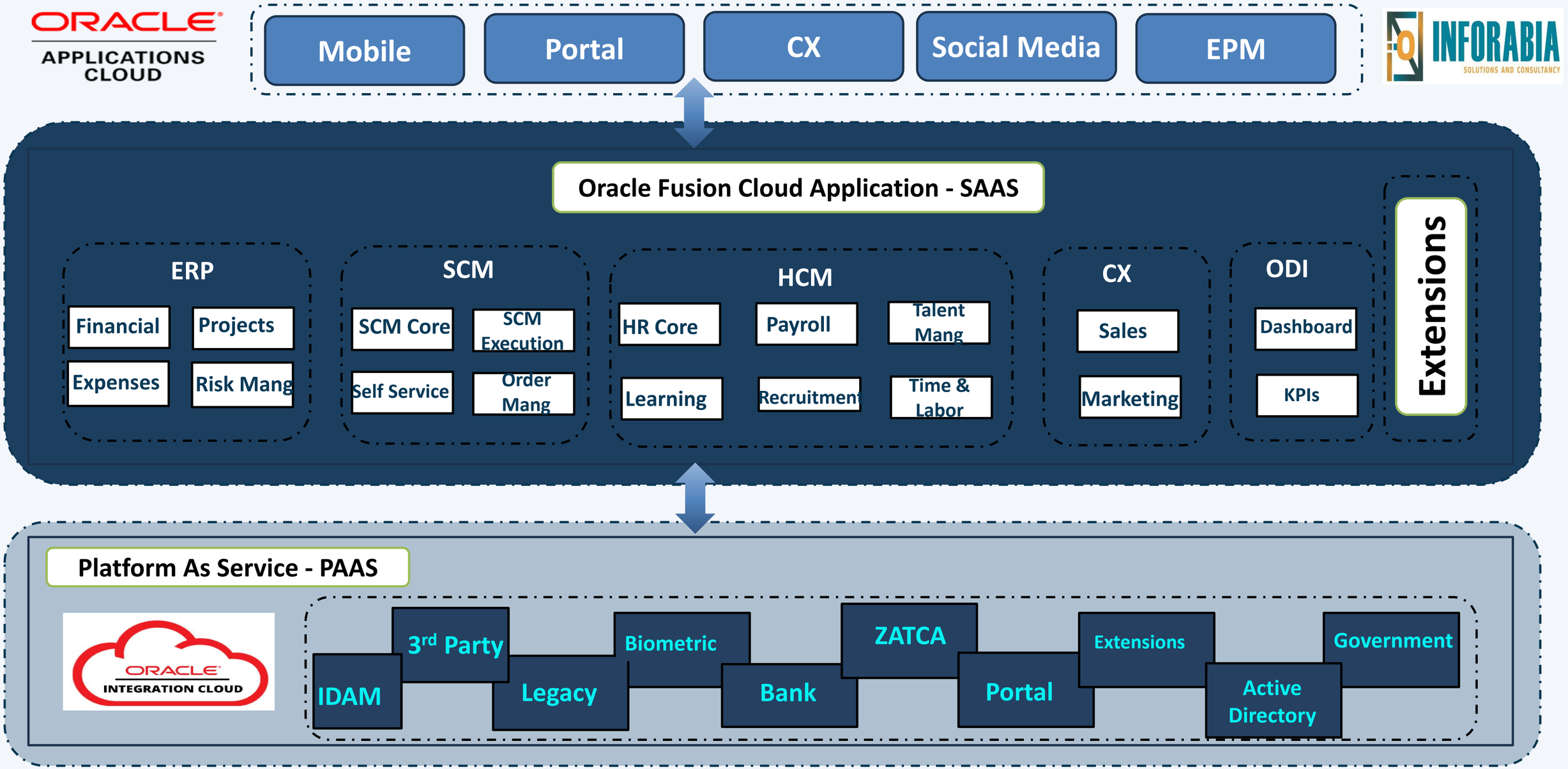
- Confirmed Key Design Decisions
- Configuration Workbooks
- Reporting Requirement Document
- Integration Architecture Document
- Business Scenarios to support SIT and UAT
- Final Signed off Testing Strategy
- Final Signoff on Solution Design Document

- Training Manuals
- Key Users and Support Team Trained
- Configuration Workbooks
- Security Matrix
- SIT Report

- Cutover Plan
- Go Live Report
- Stabilization

- Configuration Workbooks
- Security Matrix
- UAT Report

# Application Architecture and Integration



# SLA - INCIDENT CLASSIFICATION Management

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| Urgency \ Impact | | | | |
|---|---|---|---|---|
| critical | critical (MI) | high | medium | medium |
| high | high | high | medium | medium |
| medium | medium | medium | medium | low |
| low | medium | medium | low | low |
| | critical | high | medium | low |

## High

Firm wide / 100+ people impacted / project deliverable within 2 days / application criticality high

Outage,
inability to work

Service not available

High financial / reputation risk or implication

## Medium

Small group of users / regional area / project deliverable within 4 days / application criticality medium

Workaround available but significantly affecting your work

Degraded service

Medium financial / reputation risk or implication

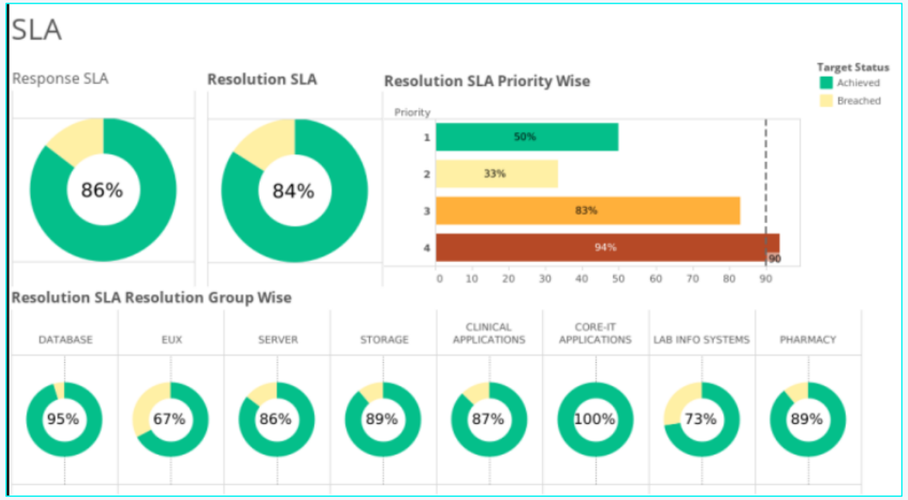
## Low

Single user or group of < 10 people affected / project deliverable within 10 days / application criticality low

Easy workaround, not affecting your work

Not service disrupting

Low financial / reputation risk or implications




| Priority | Classification | TTR<br>Time to Response | TTS<br>Time to Solve |
|---|---|---|---|
| 1 | Critical | 1 Business Hour | 4 Business Hours |
| 2 | High | 1 Business Hour | 1 Business Day |
| 3 | Medium | 8 Business Hours | 3 Business Days |
| 4 | Low | 16 Business Hours | 5 Business Days |
| 5 | Non-urgent | 24 Business Hours | 10 Business Days |

# Ticket flow and resolution

Escalation Management | Reporting and MIS | Change Management

Mr. Customer

Emails, Phone Calls, Log ticket

ITSM tool

*L2 Support Team*

Functional

Technical

Resolver Group

*L3 Support Team*

Functional

Technical

Resolver Group

Product Support Team

*INFORABIA Resource Pool*

CoE Team

Functional

Technical

Resolver Group

**Process**

**Level 1**
Ticket Management, Access Management

**Level 2**
Minor defect fixes / Testing

**Level 3**
Major Configuration / defect fixes

**Level 4**
Product Fixes / Patches

**Details**

- All business end user's requests
- Issue logged in ITSM tool
- Triage group' triages request and assigns to appropriate 'Resolver groups'

- Requests are transferred to Level-2/ Level-3 Resolver Group as required
- Engage wider INFORABIA Resource Pool to resolve issues

- Responsible for product related issues
- Provides advice and guidance on the product

# TESTING APPROACH

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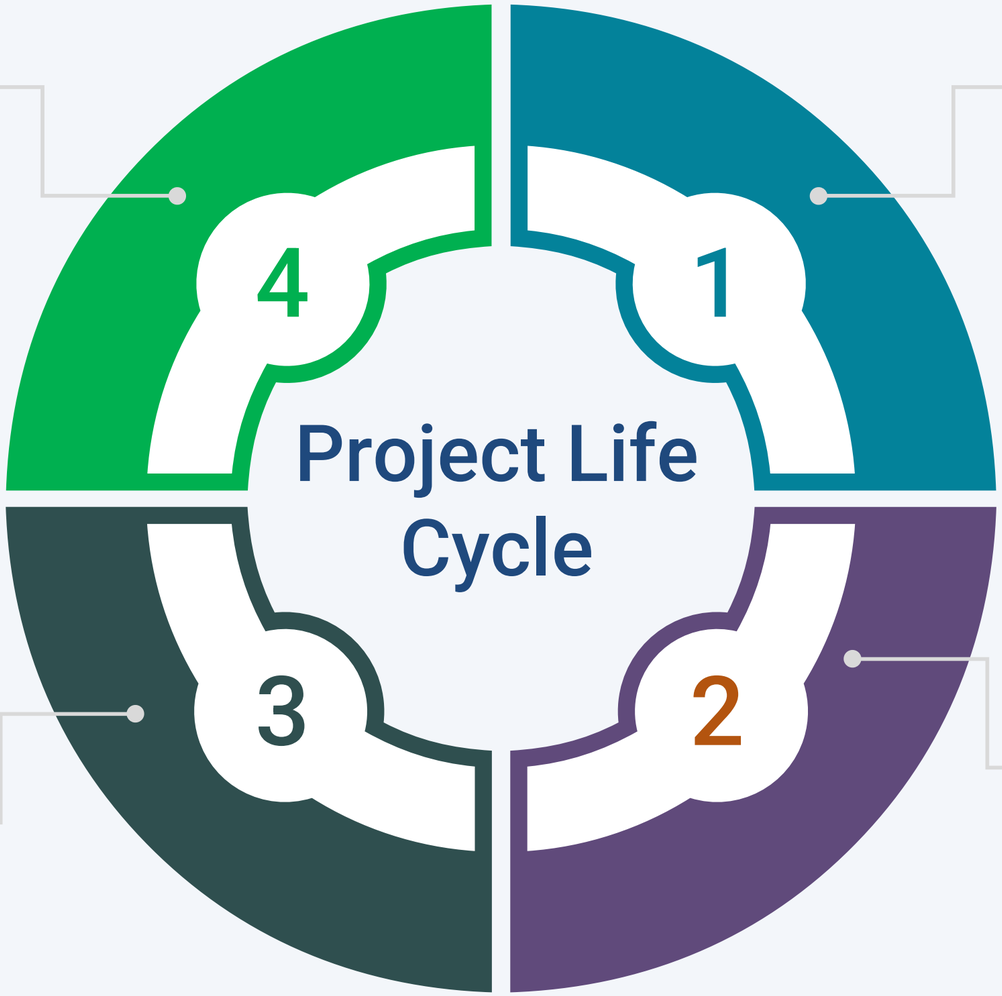
## RPA Test

- Automated Testing with the help of RPA.
- Automated Oracle update testing strategy
- INFORABIA In-house, independent unit for functional & technical testing




## Testing Strategy

- **INFORABIA** will submit standard test scripts Separate testing strategy for custom objects (reports, interface etc.)

## SIT

- System Integrated Test
- Heavy Test
- Parallel Test

## UAT

**Client** will enhance test scripts to include their business scenario's
Test Iteration

# PROJECT GOVERNANCE & RESPONSIBILITIES

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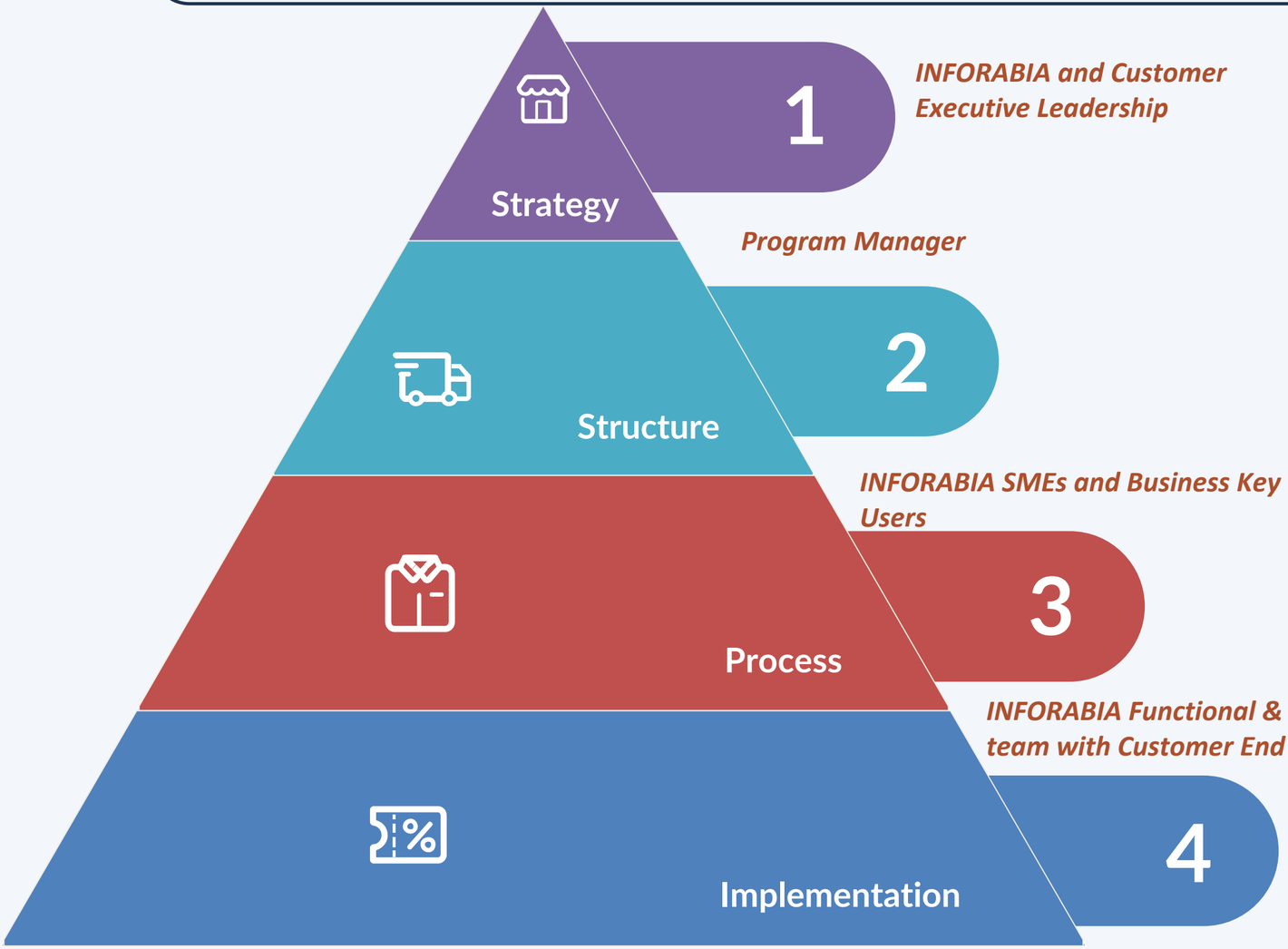
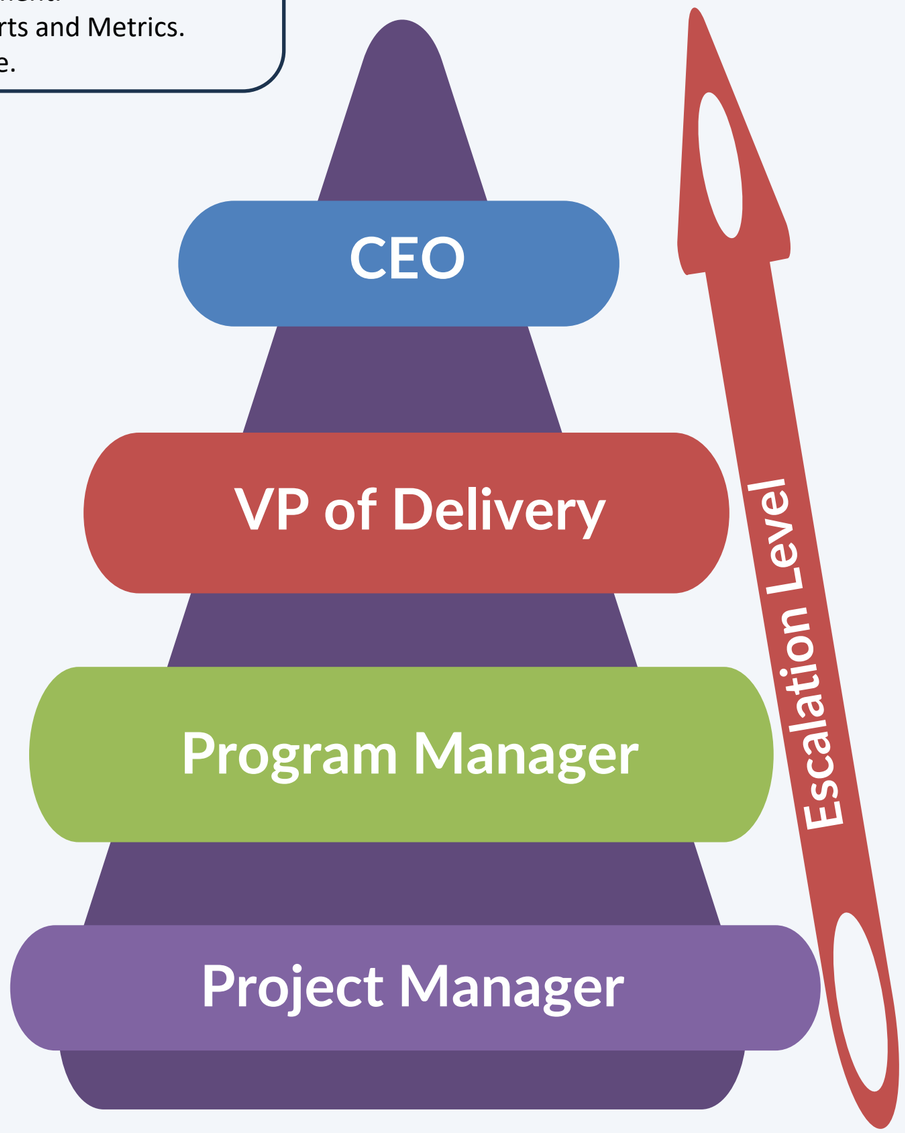
**Strategic Level**
- Responsible for achieving the strategic goals of the relationship.
- Align with Roadmaps
- Monitor and resolve executive level issues

**Tactical Level**
- Monitoring Program Effectiveness
- Risk and Change Management & Execution of the Agreement.
- Escalation Management
- Sign-off Statement of Work.

**Implementation Level**
- Day-to-day Service Delivery.
- Ensuring alignment of services with business requirement.
- Monitoring Reports and Metrics.
- Quality Assurance.



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# Project Plan

| Processes & Phases | DESIGN | | | CONFIGURE | | | ORCHESTRATE | | | TRANSITION | | | RELEASE / Production | | | SLA - Support | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Timeline | W1 | W2 | W3 | W4 | W5 | W6 | W7 | W8 | W9 | W10 | W11 | W12 | M4 | M5 | M6 | M7 | M8 | M9 |
| Project Kick Off – Project Charter – Communication Plan – Site Reediness | | | | | | | | | | | | | | | | | | |
| High Level Analysis | | | | | | | | | | | | | | | | | | |
| Strategy (Reports – Integration - Migration – Test – Historical Data) | | | | | | | | | | | | | | | | | | |
| Data Collection Sheets – CRP 1 | | | | | | | | | | | | | | | | | | |
| GAP Analysis – CRP 2 | | | | | | | | | | | | | | | | | | |
| UAT – User Acceptance Test | | | | | | | | | | | | | | | | | | |
| KUT - Key User Training & Manuals | | | | | | | | | | | | | | | | | | |
| SIT – System Integration Test | | | | | | | | | | | | | | | | | | |
| User Security Matrix | | | | | | | | | | | | | | | | | | |
| Cut Over Plan | | | | | | | | | | | | | | | | | | |
| Production Configuration | | | | | | | | | | | | | | | | | | |
| Final Data Migration | | | | | | | | | | | | | | | | | | |
| Go Live | | | | | | | | | | | | | | | | | | |
| Support and Maintenance | | | | | | | | | | | | | | | | | | |

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# Thank You

FOR YOUR ATTENTION

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