

Procuse provides flexible support plan for ERP and enterprise database applications for a leading public sector services organization

Serco DES

Client since February 2004
Location: Toronto, Ontario, Canada
Industry: Transportation/Distribution



Client Overview

Serco Group has extensive experience delivering services in the public sectors around the world. Serco Group currently has about 34,000 employees in 36 countries including Canada, the U.S. and the U.K., Europe, the Middle East, Australia and New Zealand. Serco Group works primarily in the government, industry, transportation and service sectors. Serco DES, a subsidiary of the Serco Group, has a contract with the Ontario government to deliver driver examination services with a mandate to enhance and improve customer service.

Client Objectives

Serco DES uses Oracle Financials and Human resources modules to run their business, and has several critical Oracle database applications. They need a variety of Oracle expertise that can respond quickly to support and enhance these systems. Serco DES contracted Procuse Consulting to make the skills available as and when needed.

Procuse Contribution

Procuse offers a flexible support contract that allows access to a variety of skills sets and provides the security of emergency support. The Procuse team has implemented functional enhancements, support procedures, and bug fixes to the Oracle ERP applications to ensure the smooth operation of the business critical IT capabilities for Serco DES.

Procuse also provided a small project team on an as-needed basis to implement modifications to an existing Customer Complaints Tracking System (CCTS). Serco Des asked Procuse to design and develop a series of enhancements to this application as part of their ongoing efforts to improve customer service, as well as to address existing bugs in the system. The Procuse team was involved in all aspects of the development from project management, requirements definition, application design, development, quality assurance, production launch, and post launch support. Procuse successfully launched the updated CCTS application into production in December 2006.

Technology

Oracle 9i, Oracle ERP, HP servers

Results

Procuse Consulting offers a flexible support contract that offers timely support of mission-critical applications, improved procedures, and on-demand access to resources. This contract allows Serco DES to run their critical business systems more efficiently, and enhance customer service applications in a cost effective manner.