



Informatica Cloud Services Help RAE Systems Respond Quickly and Effectively to 2010 Gulf Oil Spill Cleanup

HEADQUARTERS

San Jose, CA

WEBSITE

www.raesystems.com

FOUNDED

1991

INDUSTRY

Industrial Safety

“By integrating our Oracle E-Business Suite ERP system with salesforce.com, Informatica Cloud Services enabled RAE Systems to respond more quickly to the Gulf oil spill. Our teams were able to complete service orders and get parts shipped significantly more quickly to the Gulf. That’s helped to protect people, wildlife, and property there.”

— Lien Chen, Director of Corporate IT, RAE Systems

The Challenge

RAE Systems is a leading global provider of rapidly deployable, intelligent gas detection systems that enable real-time safety and security threat detection. The firm’s sensors are playing a vital role in protecting clean-up workers during 2010 Gulf oil spill response efforts, and it is imperative that the company respond quickly to requests for repair or replacement. However, an existing salesforce.com implementation was hampered by a lack of integration to the firm’s Oracle E-Business Suite R12 enterprise resource planning (ERP) deployment. This led to duplicate information, time wasted in creating orders, and potential delays to gas detection product fixes being shipped. RAE Systems required a cloud-based integration solution offering fast, low-risk, easy-to-use Oracle integration—a necessity that ruled out competing appliance-based and on-premise solutions.

Specifically, RAE Systems needed a solution that would:

- Enable the organization to respond quickly and accurately to repair service orders arising from the Gulf oil spill disaster in 2010
- Automate quotes and orders integration between salesforce.com and Oracle E-Business Suite R12
- Eliminate the manual, duplicate service order management process between CRM and ERP systems
- Provide rapid, low-cost integration with minimal IT support following deployment

The Solution

The multi-tenant Informatica® Cloud Services enable RAE Systems' IT and operations staff to quickly synchronize accounts and contacts, process orders for new gas detection systems, and export and manipulate data for integrated reporting and analysis—all without having to write custom code. The solution ensures RAE Systems delivers a single, real-time view of multicurrency, multilanguage pricing updates, product information, quotes, and order status. The solution has recently enabled RAE Systems to respond quickly to the Deepwater Horizon oil disaster in the Gulf of Mexico to protect those coming into contact with oil, solvents, and other hazardous chemicals, by ensuring RAE Systems had the sales and service information at its fingertips.

Key benefits included:

- Managed and executed all orders for RAE Systems' gas detection systems for Gulf clean-up operation, based on integrated salesforce.com CRM and Oracle ERP platform
- Enabled RAE Systems to redirect the focus of customer service personnel from Oracle E-Business Suite order entry into dealing directly with service case requests
- Accelerated customer order creation by automating distributor discounts, shipments, and invoicing processes
- Enabled 360-degree visibility into the automated service order management process for service teams
- Reduced expense and risk compared with appliance-based and on-premise integration solutions
- Increased user adoption of salesforce.com with Oracle ERP integration
- Enhanced service team's efficiency by allowing it to concentrate on customer-facing issues, not order entry in the Oracle ERP system

Learn More

Learn more about the Informatica Platform. Visit us at www.informatica.com or call +1 650-385-5000 (1-800-653-3871 in the U.S.).

About Informatica

Informatica Corporation is the world's number one independent provider of data integration software. Organizations around the world gain a competitive advantage in today's global information economy with timely, relevant and trustworthy data for their top business imperatives. More than 4,100 enterprises worldwide rely on Informatica to access, integrate and trust their information assets held in the traditional enterprise, off premise and in the Cloud.

HIGHLIGHTS:

GOALS

Eliminate duplication of information, time wasted in creating orders, and potential delays to shipments of gas detection product fixes

SOLUTIONS

- Informatica Cloud Services
- Oracle E-Business Suite Release 12

RESULTS

- Accelerated company's response to Gulf clean-up operation in 2010
- Freed up customer service personnel to deal directly with service case requests
- Automated distributor discounts, shipments, and invoicing processes
- Introduced 360-degree view of service order management process
- Increased user adoption of salesforce.com with Oracle ERP integration



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