

trailer blazing rapid delivery

16 countries, 7 currencies, 0 customizations, 400 users, 8 months.

With 70+ branches located throughout 16 countries, TIP Trailer Services Group (TIP) provides transportation and logistics customers with trailer leasing, rental, maintenance and other value-added solutions.

A one-stop-shop that manages all relationships and needs via a single point of contact, TIP Trailer Services Group are the only true pan European provider of these services and work independently from equipment manufacturers and banks, allowing for the provision of the best possible solution to any transport-related need for their customers.

A wholly owned subsidiary of GE Capital up to October 2013, TIP Trailer Services Group was then acquired by Chinese conglomerate HNA. As a result of the acquisition, TIP started a process to provision its own Accounts Payable Business Process Outsourcing (BPO) Services.

TIP was looking for an experienced provider who could work with the TIP and the BPO provider to deploy a robust solution with minimum disruption to their day to day business, whilst keeping costs at a minimum both for the initial build as well as the ongoing operation.



Procure to Pay smoothly delivered

The Objective

As a result of the recent acquisition by HNA, TIP needed to rapidly set up and deploy its own Accounts Payable BPO Services.

Atos was engaged to work with TIP to deliver an integrated Procure to Pay solution that was able to meet the operational requirements of TIP and their BPO provider, whilst ensuring a smooth handover from the current system with minimum disruption to business operations.

The Challenge

The engagement presented a number of challenges which included:

- ▶ A 'green field' implementation of Oracle E-Business Suite R12 to replace TIP's shared service platform;
- ▶ Delivering the service across all of TIP sites in 16 European countries within tight timescales in multiple currencies and languages;
- ▶ A simultaneous go live across all regions and sites;
- ▶ Minimal changes to established system processes to ensure quick end users adoption;
- ▶ Inclusion of additional business and system processes not previously undertaken by TIP directly, such as vendor maintenance and electronic payments;
- ▶ Integration with a variety of on premise and cloud based services which included depot repair systems and payment hubs;
- ▶ Provision of scalable hardware and infrastructure which would support TIP in their aggressive expansion and growth plans over the coming years.

Our Solution

Atos delivered a new Procure to Pay solution, underpinned by the latest release of Oracle E-Business Suite (Release 12.2.3). The functional areas in scope included Purchasing, iProcurement, Payables and Payments, Tax, Cash Management and General Ledger. The Approvals Management Engine (AME) was configured to deliver a tailored approval process for iProcurement Requisitions across the business.

As part of the solution, the Oracle system was fully integrated with TIP's Operational systems, as well as with a 3rd Party cloud based payment system. Specifically designed to meet the business requirements of TIP and their BPO provider, the solution delivered standardized processes based upon vanilla Oracle functionalities with no customisations.

The Atos team included a mixture of on-shore and off-shore resources to support the implementation through to go live. The solution was delivered in accordance with our standard methodology, where the Atos project team first built and tested a core model in close cooperation with teams from TIP and their BPO provider. Data had to be extracted from TIP's legacy system then manipulated and updated prior to migration into the new Oracle system. Upon sign off and acceptance of the solution, the system was then transitioned to live operations.

Post go live, Atos provides a fully managed service that comprises service desk, infrastructure and applications management support which acts as a single point of contact for all incidents relating to the service. In addition to managing all support events (incidents, problems and changes), the team keeps the product up to date with the latest security patches. Hosted in an Atos data centre, the technology services are provided to TIP via a secure Private Cloud.

The Result

- ▶ Fully operational, integrated Oracle Procure to Pay solution delivered on-time and simultaneously deployed across all sites in 16 European countries, with minimum disruption to business operations;
- ▶ A rapid, cost effective deployment that allowed the transition from the existing provision over a short time frame and provides the basis for future expansion and growth;
- ▶ A solution that provides full integration with TIP's in house and 3rd party systems which is delivering process efficiencies and streamlining data maintenance effort.

"Transitioning and upgrading our Oracle systems to allow us to operate as a separate organisation was only one of many streams of activity that I was driving forward. I needed a partner who could work as a joint team with my staff and provide European wide guidance to End Users. Atos brought the depth of experience in both the product and in standing up cloud services that we needed to make the transition a success. Throughout the project I always felt that Atos were working with me rather than for me and were very much part of my overall team."

Supriti Singh, CIO, TIP Trailer Services

Why Atos?

- ▶ **Experience** - An Oracle Platinum Partner with more than 25 years of experience implementing and supporting Oracle solutions
- ▶ **Track Record** - A safe pair of hands to do business with and a solid history to prove it
- ▶ **Breadth** - A complete range of design, build and operate services for Oracle technology based systems, whatever the sector and size of your company
- ▶ **Flexibility** - Flexible and innovative approaches including Cloud solutions and subscription based pricing, freeing up your capex to re-invest in business growth
- ▶ **Innovation** - Leading from the front with a number of market "firsts" including Right Fit AM and BPS
- ▶ **Capacity** - Over 1,500 Oracle certified Atos business technologists, covering the full range of Oracle Technology and Applications
- ▶ **Service** - 95% of all Atos Oracle customers renew their contract with us
- ▶ **Market Recognition** - Year on year award winner with over 10 awards in the past three years alone from Oracle and Oracle user groups, including several Gold, Silver and Bronze Partner of the Year recognition
- ▶ **Cloud Leaders** - the fastest growing enterprise cloud company.

About Atos

Atos SE (Societas Europaea) is a leader in digital services with 2013 pro forma annual revenue of €10 billion and 86,000 employees in 66 countries. Serving a global client base, the Group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, Big Data & Security solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry. With its deep technology expertise and industry knowledge, the Group works with clients across different business sectors: Defense, Financial Services, Health, Manufacturing, Media & Utilities, Public Sector, Retail, Telecommunications and Transportation.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is listed on the Euronext Paris market. Atos operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, and Worldline. For more information, visit: atos.net

For more information, visit: uk.atos.net/oracle or email us at: oracle.solutions@atos.net