

Keste Case Study:

# High Performance Computer Manufacturer

## Challenge

Our client, a supercomputer manufacturer, came to us concerned that their existing on-premises CPQ solution, built around Oracle EBS and Oracle EBS Configurator, wasn't the best fit for their growing business. Complex and ever-changing product configurations resulted in four separate user groups spending significant amounts of time and effort to create, change, approve and deliver quotes to their customers. The leadership team knew that for their business to remain competitive, they would need to find a way to speed things up.

Our assessment indicated that the EBS Configurator-based process, with its disconnected tools and numerous manual workflows, was unsustainable. It would need to be replaced with a scalable, modern solution that would automate the cycle and drastically reduce the amount of time and resources required to process quotes.

## Solution

With **Oracle CPQ Cloud**, our customer was able to improve their complex lead-to-order process in the following ways:

- Reduction in time needed to configure and quote, significantly condensed lead-to-order process
- Increased configuration accuracy helping to eliminate mis-shipments and reorders
- Seamless integration with Oracle EBS ensuring accurate order conversion and correct order fulfillment
- Seamless integration with Oracle CRM On Demand providing better user experience and boosted user adoption
- Streamlined new product rollouts and product update processes

## Results

Based on forecasted company revenue and third party benchmarks, Keste estimated the following benefits as a result of this CPQ implementation.



700% reduction in time taken to define configuration rules



350% reduction in time taken to generate a basic configuration



Improved customer experience