



Implementation of Mobile based Oracle EBS approval solution-‘acton’ at Nawras, Oman

Profile



Nawras, the second largest Telecom service provider in Oman, is an integrated services telecommunications operator with a nationwide team of over 1010 people, offering voice and data services through a platform of technologies including 2.75G, 3G+, WiMAX and fiber. Nawras is growing at a rapid pace, a CAGR of 54% in revenue since inception led by strategic investments in technology, physical assets and human capital. To ensure its edge and continue the rapid growth there is a need to take technology closer to its management team to help expedite decision making processes. Mobile enabling EBS approvals is one small step in that direction.

Number of Employees: 1000

Number of Users: 1000

Project Outline



Project Kick off Date	20 th May 2012
Production Go Live Date	22 nd Sept 2012
Operating System	Linux
Integration with Third Party Software	Mobile application for Approvals, Notifications and Leave Creation on iPhone, iPad, Android and Blackberry for PR, PO, Invoice and Leave
Number of Consultants	Evosys and Decimal – 5
No. of Key Users from Nawras	7



Business Problem / Business Need



- To ensure its edge and continue the rapid growth there is a need to take technology closer to its management team to help expedite decision making processes. Mobile enabling EBS approvals is on small step in that direction.
- EBS approvals were earlier integrated with Microsoft Outlook where a process approver was notified via email which the approver could access over a computer (PC) or mobile device. While this worked but was not very user friendly and hence a need was felt to have a user friendly approval solution specifically for mobile devices.
- This solution will help the management team save in response time, effort and cost and allowing the company to be swifter in its operations. Enabling Leave management on the mobile will also add to employee delight.
- While improving the management and employee experience, the solution also opens an opportunity for smoother operation and in turn continuance of faster growth of Nawras.

The Solution



The client did a thorough study of the problem to look for alternate solution for approval so that the approvers can take action on approval requests even while on the move and the user experience is equal to the experience on the portal, if not better.

The client decided on having a mobile based solution with native mobile applications for iPhone, iPad, Android phone and Blackberry phone. The app user should be able to see all relevant notification details along with attachments, if any, on the mobile device and take action as available in Oracle EBS.

The Solution (Contd.)



- Mobile based Approval Management system “acton” to make approval notifications available to managers and management on their mobile devices so that they can take action even “on-the-go”.
- The solution covers the following features for Oracle EBS R12:
 - Approval Management for Purchase Requisition, Purchase Order, Invoice and Absence
 - New request submission for Leave
 - On iPhone, Android, Blackberry and iPad

Business Benefits



- Improvement in management and employee experience.
- Smoother operation and in turn continuance of faster growth.
- Management team will save in response time, efforts and costs.
- Leave management on the mobile will also add to employee delight
- Expedite decision making processes.
- Well accepted and used across user groups
- Almost 25% improvement in Approval response time
- Better ROI of the backend Oracle EBS system

Challenges Faced



- Leave policy validations were in web-tier and hence had to be replicated
- Architecture changes to ensure high amounts of security such as HTTPS support, Port and IP blocking
- File attachment viewing on mobile device (carrying blobs from Oracle EBS to the mobile device through a highly secured network)
- File attachment upload from mobile device to Oracle EBS

Success Factors



- Ease of use (very intuitive as users are all employees including non-technical staff)
- Speed of app (Mobile device connecting over cloud through highly secured network to Oracle EBS)
- Leave creation with attachments

Solution Screenshots

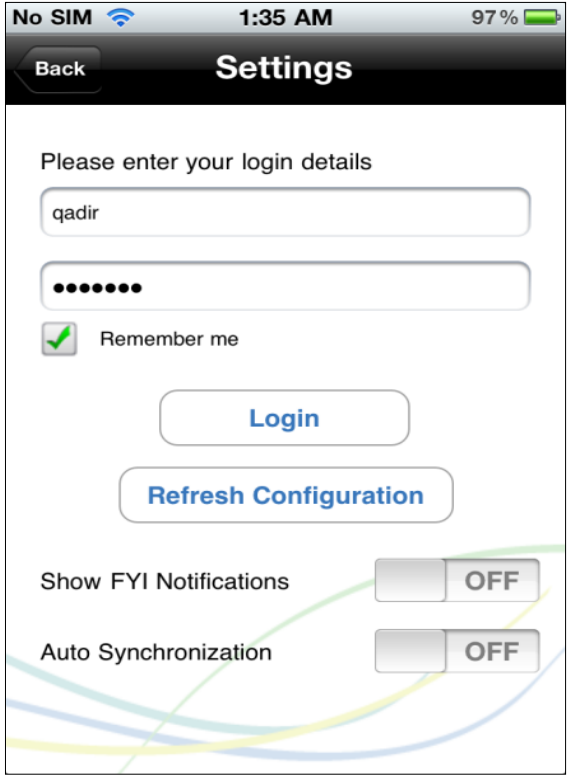


Fig 1: Login Screen



Fig 2: Home Screen

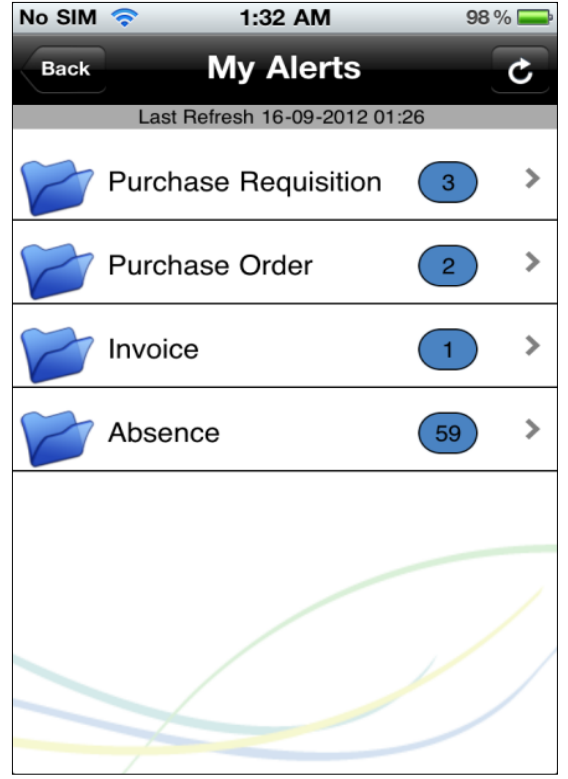


Fig 3: My Alerts Screen

Solution Screenshots (Contd.)

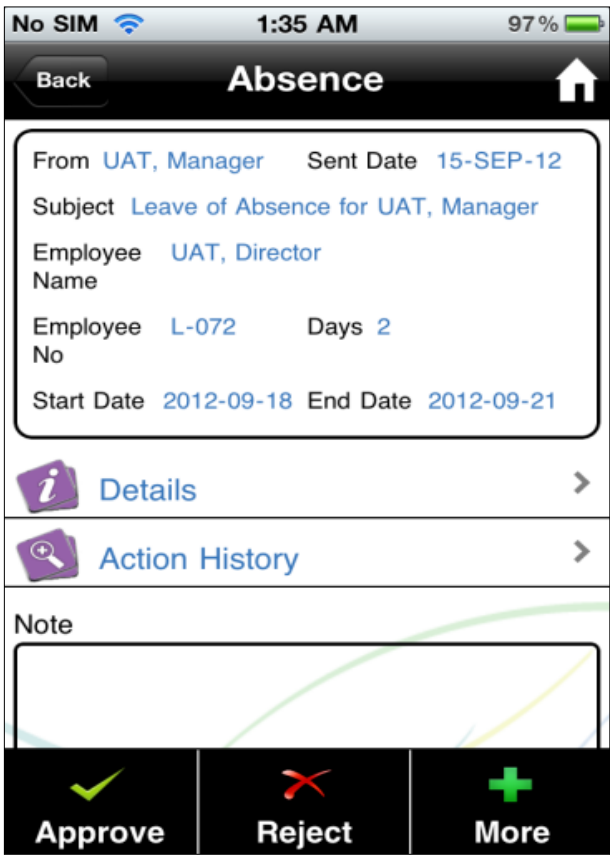


Fig 4: Absence Notification Page

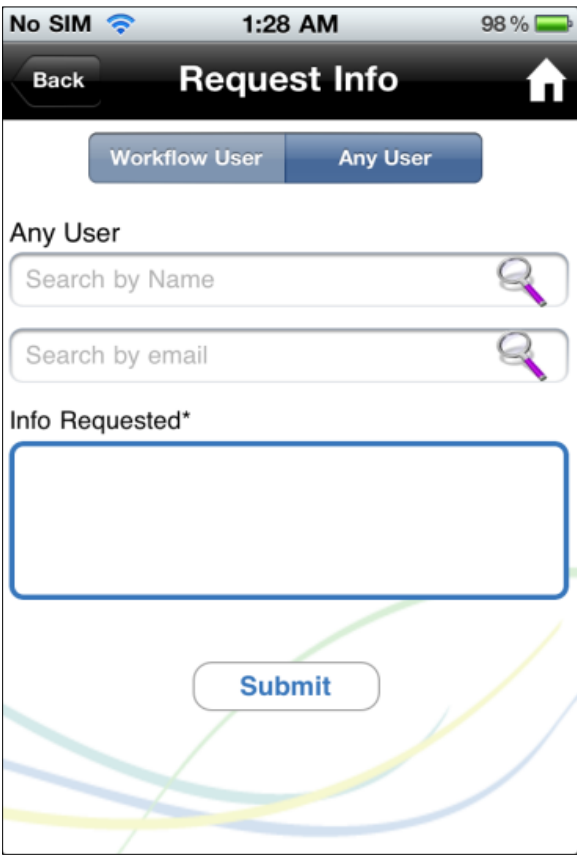


Fig 5: Request Info Page

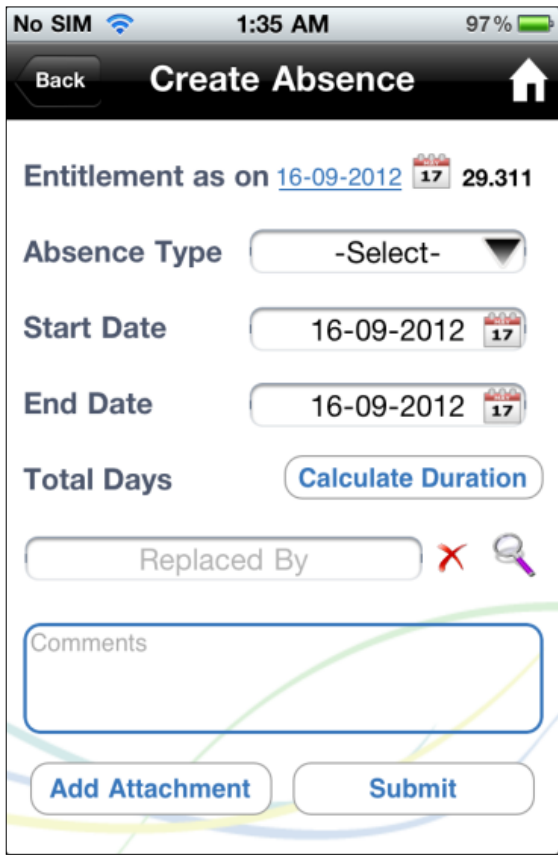


Fig 6: Absence Create Page



Questions?



Thank You

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