



Case Study

Industry: Telecom Distribution Industry

Digital Transformation for a Telecom Distribution Provider

Overview

This telecommunications and utilities distribution provider, operates in both B2B and B2C markets. The organisation distributes airtime and utility products and leverages Oracle Cloud ERP for Financials, Procurement, and EPM (Account Reconciliation Cloud) to support its operations.

Challenge

The company's legacy on-premise systems and reliance on spreadsheet-based workflows led to slow and error-prone financial processes. These outdated methods hampered efficiency and created bottlenecks in month-end close procedures, presenting a clear need for modernization. To address these challenges, Oracle Cloud ERP and EPM solutions were implemented to automate financial reconciliation, integrate with e-commerce platforms, and deliver accurate, real-time financial oversight.

Solution

The transformation involved deploying Oracle Cloud Financials, Procurement, and Account Reconciliation Cloud, along with 20 system integrations via Oracle Integration Cloud. Daily e-commerce data was aggregated and transformed into Oracle for streamlined, automated invoicing and reconciliation, ensuring seamless financial operations and robust data management.

Value delivered

This initiative significantly improved operational efficiency, increased data visibility, and established a scalable technology foundation that supports future growth and evolving partner requirements. The organization realized automation-driven improvements ranging from 20% to 40%, resulting in faster month-end close, enhanced audit controls, and a fully automated, high-volume finance operating model tightly integrated with front-end commerce systems.

“They didn't just implement a system — the knowledge transfer empowered our people to adopt it and thrive with it. We are on track to realize the planned benefits realization set out as part of the initial ERP implementation business case “