

Leading pharmaceutical group strengthens the reliability of its Oracle E-Business Suite environment

APPSolve combines Oracle EBS Financials, systems integration, operating system and database support in one long-term service model

Executive summary

A large South African pharmaceutical manufacturer, marketer and distributor has strengthened the technology foundation supporting its finance operations through a coordinated Oracle E-Business Suite service model. Headquartered in Gauteng and established more than a century ago, the group manages a broad portfolio spanning prescription medicines, over-the-counter products, hospital products and consumer healthcare brands.

In a highly regulated industry, dependable financial systems are essential to day-to-day control and business continuity. Oracle E-Business Suite Financials forms an important part of the organisation's enterprise environment and must operate reliably while exchanging information with other systems across the business.

APPSolve contributed to the implementation and ongoing support of Oracle EBS Financials, including the integrations connecting the platform with the wider application landscape. Its scope also included operating system and database administration support for the EBS environments. By bringing these capabilities together, the organisation gained access to a partner able to work across the application, integration, infrastructure and database layers rather than treating each area as a separate responsibility.

The engagement developed into a long-term relationship supported by experienced resources, active management involvement and responsive assistance when new or unplanned requirements arose.

Challenges

A pharmaceutical group with a large and diverse product portfolio depends on financial systems that can support established processes, accurate information and consistent control. Oracle EBS Financials had to remain available and dependable while interacting with other business applications used across the organisation.

The main support challenge was the interconnected nature of the environment. A problem visible in the finance application could originate in an interface, the database or the operating system. Changes made in one layer could also affect another. Resolving incidents efficiently therefore required a team that understood the full technology stack and could coordinate specialists without losing time between separate providers.

The organisation needed access to several complementary capabilities. Oracle application knowledge was required to support financial functionality and configuration. Integration expertise was needed to maintain the exchange of information between EBS and other systems. Database administrators and operating system specialists were also essential to the performance, availability and continuity of the platform.

The support model had to remain flexible. Large enterprise environments generate requirements that do not always fit into a planned schedule, including troubleshooting, configuration changes, technical advice and assistance with new business needs. The client required qualified resources who could respond quickly, supported by management involvement when priorities needed escalation or additional coordination.

Solution

APPSolve supported the implementation of Oracle E-Business Suite Financials and helped connect the platform with other systems in the organisation's technology environment. This positioned EBS as part of an integrated enterprise landscape rather than as an isolated financial application.

The service extended below the application layer to include operating system and database administration support. This broader scope allowed APPSolve to investigate issues across the environment and involve the appropriate functional or technical resources. Where an incident crossed application, interface, database and infrastructure boundaries, the client had one partner able to coordinate the response.

Combining these capabilities also created clearer accountability. Instead of asking internal teams to determine which supplier owned a problem before work could begin, APPSolve could assess the requirement across the supported layers and direct it to the right specialists. This was particularly valuable for urgent or ad-hoc requests where delays in diagnosis could affect business processes.

The relationship continued after implementation, preserving knowledge of the system configuration, integrations and operating context. This continuity helped APPSolve respond with greater understanding when new requirements emerged and reduced the need to rebuild technical context for every request.

Management involvement formed an important part of the delivery model. The client had access to an escalation route for priorities and resource coordination, while the wider team could provide practical advice in addition to routine incident support. Over time, this approach positioned APPSolve as a trusted adviser able to support both immediate needs and longer-term decisions about the Oracle environment.

Implementation highlights

The engagement combined implementation activity with ongoing operational support. APPSolve contributed to Oracle EBS Financials, supported the integrations linking EBS to other applications and provided database and operating system services for the underlying environments.

A key feature was the breadth of the support model. APPSolve could engage with financial application functionality, integration dependencies, database administration and operating system requirements through one coordinated team. This made it easier to assess incidents and planned changes that affected more than one part of the platform.

The model also accommodated unplanned requests and additional assistance. Experienced resources could be mobilised when the organisation needed troubleshooting, advice or specialist input, while active management participation provided governance and escalation. The long-term nature of the relationship allowed the team to build familiarity with the environment, the client's priorities and the dependencies between systems.

Results

The pharmaceutical group established a coordinated support model for a business-critical Oracle EBS Financials environment. The organisation gained access to application, integration, database and operating system expertise through one partner, creating a clearer route for resolving requirements that crossed technical boundaries.

Continuity between implementation and support helped preserve knowledge of the environment and enabled the team to respond to ad-hoc requests with greater context. Active management involvement supported escalation and resource coordination, while the quality and responsiveness of the assigned specialists helped build confidence in the service.

The relationship progressed beyond conventional fault resolution. APPSolve became a trusted adviser and long-term partner, providing additional assistance and guidance as the organisation's requirements evolved.