

iTalent *Accelerates* Verisign's Oracle Implementation

The Challenge

Through acquisitions and partnerships, VeriSign was extending its reach into multiple areas of telecommunications services. Each venture, however, brought a new set of challenges for order and billing processing. VeriSign was confident that the Oracle E-Business platform could accommodate its requirements, although the vertical solution was yet to be employed extensively and as robustly as required by VeriSign.

“Our quote-to-cash processes were becoming more and more complex, so we needed a solution that could process enormous amounts of technical and business data - quickly and accurately,” said Doreen Kostel, Director of Program Management for the business transformation team at VeriSign's global customer support group. “We believed that Oracle could do the job, but getting it deployed was turning into a major headache.”

VeriSign engaged a system integrator for the implementation, but the project was not moving at the pace required by the business or IT. “The integrator had a lot of people on the project who knew Oracle very well, but they didn't seem to understand our business,” Kostel said. “It became clear that what they were recommending would not solve the complex issues we were facing.”

Concerned about the results, Kostel brought in a senior Oracle solutions architect from iTalent to bridge the business and technology gap.

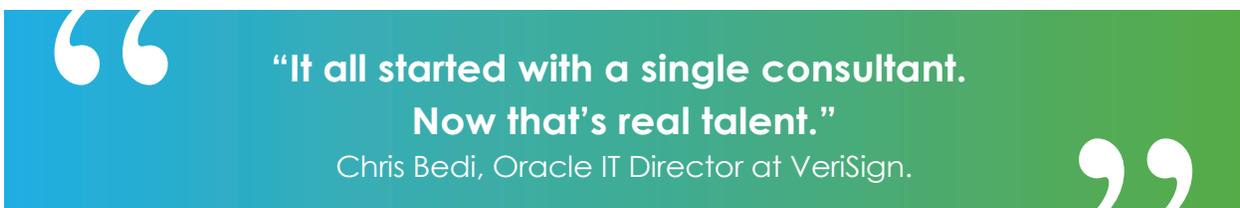
The verdict? “The integrator hadn't taken the time to understand VeriSign's business,” the solution architect said. “They were attempting to apply standard Oracle processes to a much more complex business process.”

The Solution

Kostel asked iTalent to deliver an alternate architecture and design of the solution, and iTalent quickly assembled a team of Oracle veterans. By demonstrating a level of expertise not evident previously, and more importantly, delivering immediate results, iTalent was soon given responsibility for the entire project implementation.

Moreover, what impressed Kostel about iTalent was that during the transition of system integrators and ongoing acquisitions and organizational changes, iTalent kept the project on track despite the shifting environment.

“When I saw the collaboration between Oracle and the iTalent team as equal partners and the respect level shown to the iTalent team by Oracle, I knew it was time to give the whole project to iTalent,” Kostel said.



The Results - One Happy Client

iTalent brought in additional Oracle specialists, and nine months later the implementation was complete. “The bottom line is that if you don’t understand the technology and the business, you can waste a lot of time and money on a solution that’s not going to solve anything. iTalent was able to quickly staff up with business process and systems specialists to help make our project a success.” said Chris Bedi, Oracle IT Director at VeriSign.

“We had our challenges, but we finally found the right vendor,” Kostel said. “The other system integrator did not invest the time to understand our business, but iTalent did just the opposite. It **quickly identified our pain points and got the train on the express tracks**, becoming part of our team along the way. And the iTalent consultants needed zero handholding, which was essential, because the organization was very dynamic. Not many vendors would have been able to keep going with so many moving parts.”



Who We Are

iTalent Digital

iTalent is an innovative, global technology firm that enables clients to achieve exceptional business outcomes through digital transformation, partnership, collaboration and communication.

Headquartered in San Jose, CA., iTalent helps companies such as Cisco, Veritas, and Sephora do what they do better through a wide variety of offerings such as:

- Digitizing Operations
- Increasing Collaboration
- Business Intelligence and Analytics
- Optimizing System Processes
- Change Management
- Cloud and Software Development
- Mobile Application Development
- Digital Transformation

All of these solutions and the diverse, unique, and effective team makes iTalent the best fit for businesses looking to streamline and improve business operations. The team has numerous awards to its name, including three APAC Stevie Awards, three Best in Biz Awards, six Stevie ABA Awards, four Stevie Awards for Women in Business, a WRMSDC Rising Star Award, and Cisco's 2016 Diversity Award.



📍 27 Devine Street, Suite 20 San Jose, CA 95110
☎ 408.496.6200
🌐 www.italentdigital.com



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