

Moving to a more resilient future:

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How Oracle's ERP is changing  
the rules for recovery,  
innovation and growth

## Introduction

### **Building a more resilient business primed for growth**

The COVID-19 pandemic has seen a decade's worth of transformation in the space of just one year.

This sudden and rapid shift has complicated operations for many, and placed significant burdens on those organisations without the resilience to manage the disruption. These business challenges, combined with ongoing global uncertainty, have underlined a clear need for innovation.

Recent months have seen a considerable effort from the global community to solve both the initial challenges posed by COVID as well as the resilience issues exposed by the pandemic. Forward-thinking organisations have taken this time to evaluate how they were operating before and reimagine it entirely, reforming critical operations with an eye on the future.

What they've discovered offers valuable takeaways for other businesses looking to secure recovery, innovation and growth.

# Build Resiliency

**Organisations must continuously plan, forecast and adjust course based on a connected, single dataset. Whether it's how you rethink financial and asset management, shift customer engagement models, make changes to your supply chain, or redefine your talent strategies, decisions you make now have a direct impact on business resiliency and determine the future of the organisation**

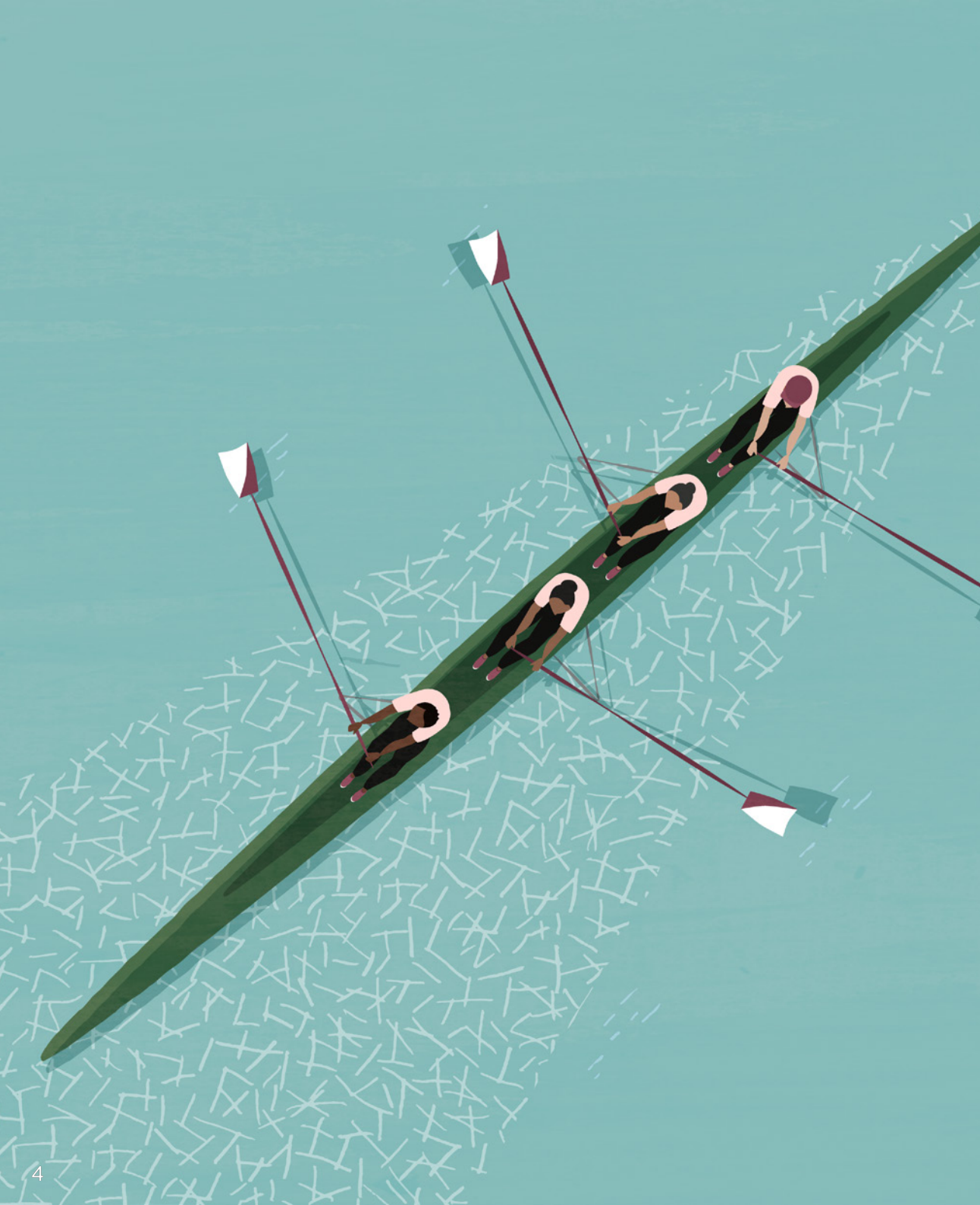
It's critical you take the time to review the way your business operates, and how you can leverage systems to ensure relationships stay as strong as possible. The pandemic has highlighted where the weakest links are across systems. But if you know where change is required, and have a clear business case for embracing technology that bakes resilience into your core business processes, there's no need for guesswork



## Outperform with agility

The current disruption has shown us you need to be ready for anything. Flexibility and adaptability should be a core focal point for every system, process, supplier relationship, customer and employee engagement.

Beyond the pandemic, new business models, shifting customer and employee expectations, and evolving roles and responsibilities across the business will continuously reshape the way you operate. To meet these needs you can't be restricted by ageing and customised technology systems. Making the active choice to plan for continuous innovation now will help you react quicker to change and find opportunity in uncertainty.



## Grow with a proven partner

**To tackle these challenges – and find a path to growth – you need a partner with strength, stability, and a track record of success.**

Oracle has been supporting mission-critical operations and processes for thousands of organisations around the world, for decades - from governments to airlines, grocery chains to healthcare systems - we are committed to partnering with customers to make them successful

We deliver complete, flexible cloud solutions with all the capabilities you need to support resilience, agility, innovation and growth across your entire business. With Oracle Cloud, you get connected business processes and a single source of truth to work from. We offer rapid innovation, solutions across every business function and industry and a commitment to delivering the industry's only consumer-grade enterprise user experience



### **Here's how we can help**

In this ebook, we hear from eight organisations who have used Oracle's ERP to address their unique challenges, seize the opportunities of the present, and come out stronger.

# Contents

7	Bpost	9	McDonald's Deutschland	12	Almuftah Group
15	Emirates Driving Institute	17	Nickel	19	AfrAsia
21	Albelli	24	Wolseley		



**bpost**

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# How bpost maximised resource and expanded operations across the continent with Oracle ERP Cloud

## Our challenge

Also known as the Belgian Post Group, bpost is a Belgium-based company that has been responsible for the delivery of national and international mail for almost 20 years. With the decline of paper mail volume over the past decade, bpost was searching for ways to stay competitive. It started an initiative to expand its business into fulfillment processing and delivering parcel mail internationally. In its effort to grow, bpost soon realised that its internal systems had to evolve as well. Its Oracle E-Business Suite had not been updated in several years and required a great deal of time and resources to maintain. With up to 400 customisations, upgrading Oracle EBS was impractical.

Furthermore, bpost needed to maintain legal compliance among its internationally acquired companies and it was challenging to bring them onto Oracle EBS. It became clear to bpost that the cost of staying with its existing system, in terms of wasted resources, was too high.

## Solution

In bpost's vision to run all applications in the cloud by the end of 2020, Oracle Fusion ERP Cloud was chosen as the ERP provider because bpost's users were already familiar with Oracle E-Business Suite.

## Our results

After its first-phase implementation, bpost found that Oracle Fusion Cloud ERP not only improved its internal processes but also transformed the way the company does business. Because of its previous heavy customisations, bpost considered an upgrade only once every 5 years and that was only when absolutely necessary.

Deciding to start fresh, bpost did not migrate any of the 300-plus customisations but instead adopted the business processes that are already embedded in the cloud, enabling the company to enjoy automatic quarterly updates. Because Oracle Cloud ERP is worldwide, onboarding foreign subsidiaries is easier than ever.

The company can effortlessly comply with financial regulations, such as IFRS 16, across multiple countries. With Oracle Cloud's ease of use, bpost was able to refactor existing talent to adopt Cloud ERP successfully and reduce additional recruitment costs by 15%.

Additionally, bpost realised a 23% reduction in overall technology and operational costs. With its initial implementation goal accomplished—including the general ledger and procure-to-pay—bpost is currently in its second-phase work, including order-to-cash flow. With improved performance and streamlined processes, bpost now has a solution that can grow and scale with its evolving needs.

“With built-in best practices and support for global financial regulations, we can now easily onboard foreign countries or subsidiaries to our Oracle Cloud ERP financial management platform.”

**Steven Touchant**

Business Analyst, Finance, Bpost



## McDonald's Deutschland

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# How McDonald's Germany boosted planning efficiency with Oracle Cloud

### Our challenge

McDonald's Deutschland is the German arm of the global restaurant chain McDonald's, operating 1,489 restaurants all over Germany. Some 92% of its restaurants are operated on a franchise basis. The ongoing planning and reporting for its restaurants make an important contribution toward the continuing development of McDonald's Germany in line with group management requirements.

The company wanted to migrate the planning and budgeting infrastructure from on-premises Hyperion Planning to the cloud to ensure that the company benefited from current and future technical developments.

Also, it hoped to boost planning and budgeting efficiency and flexibility without higher costs and/or longer processing times, while enabling full transparency into the planning and budgeting process to gain a better picture of overall budgets and use of resources.

The system needed to be scalable so that new cloud services could be developed and tested as required, without having to commit too early or too extensively to new hardware or computing power. The company wanted to reduce or completely eliminate system downtime, especially during maintenance or upgrades.

McDonald's also needed to reduce dependency on the in-house IT infrastructure to slash fixed costs and minimize maintenance and upgrade costs.

## The solution

When the time came to replace their outdated planning infrastructure, Oracle was the vendor of choice for McDonalds, thanks to the performance, functionality, and flexibility of Oracle Planning and Budgeting Cloud.

## Our results

McDonald's Deutschland migrated the entire corporate planning function to [Oracle Planning and Budgeting Cloud](#), ensuring that the company could use state-of-the-art planning tools that met any foreseeable requirements.

It achieved planning and budgeting time and efficiency gains—such as reducing deployment times by up to 50%—with improved system performance. The time required to transition newly developed applications from a test to a production environment was cut by up to 80%.

Oracle Planning and Budgeting Cloud allowed the company to develop and test new cloud services without entering into long-term financial commitments for infrastructure. Also, McDonald's Deutschland replaced capital expenditure for infrastructure with the usage-based monthly subscription model of Oracle Cloud, helping the company to monitor its planning and budgeting costs on an ongoing basis and allocate costs to respective users.



“McDonald’s Germany has taken a big step forward in its corporate planning initiatives with Oracle Enterprise Planning and Budgeting Cloud. We can guarantee first-class performance in terms of planning and reporting for McDonald’s Germany.”

**Tim Deege**

Senior Manager Finance Systems, McDonald’s Germany

The company gained maximum planning and budgeting efficiency and flexibility, reducing costs and processing times even if, in the future, more detailed planning and reports are required—since the cloud is updated regularly with new capabilities.

Oracle EPM Cloud helped McDonald’s Deutschland’s corporate planning comply with the data privacy provisions of the General Data Protection Regulation (GDPR).

Downtime was eliminated for maintenance or troubleshooting. Patches and upgrades are installed with no interruption to service, making the system available at all times to corporate management and all connected restaurants.

The self-explanatory user interface of Oracle Planning and Budgeting Cloud facilitated user acceptance and enabled intuitive operation.

## Almuftah Group

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# How Almuftah Group leveraged Oracle ERP Cloud to build a more agile business

### Our challenge

Almuftah Group is a family-owned business boasting a diverse portfolio of products. From humble beginnings in 1963 as a tyre dealer, to thousands of employees across a diversified enterprise offering a multiplicity of world-class products and services.

Our operation spans oil, gas, hospitality, restaurants, schools, manufacturing, trade, retail and even nurseries. These operations were being managed by an in-house system which was heavily customised and too flexible since anyone could add anything they wanted, and we lacked complete visibility across the whole business and was preventing us from growing and being a truly agile, modern business.

Working with Oracle, we uncovered three major challenges. One challenge we had was that we lacked the integration needed to find areas to reduce cost and deliver true cost optimisation. We were also unable to leveraging our own capacity - for example some of the manufacturing division were working on Excel spreadsheets. And lastly, we needed to assist the business with its strategic direction and to increase profitability.

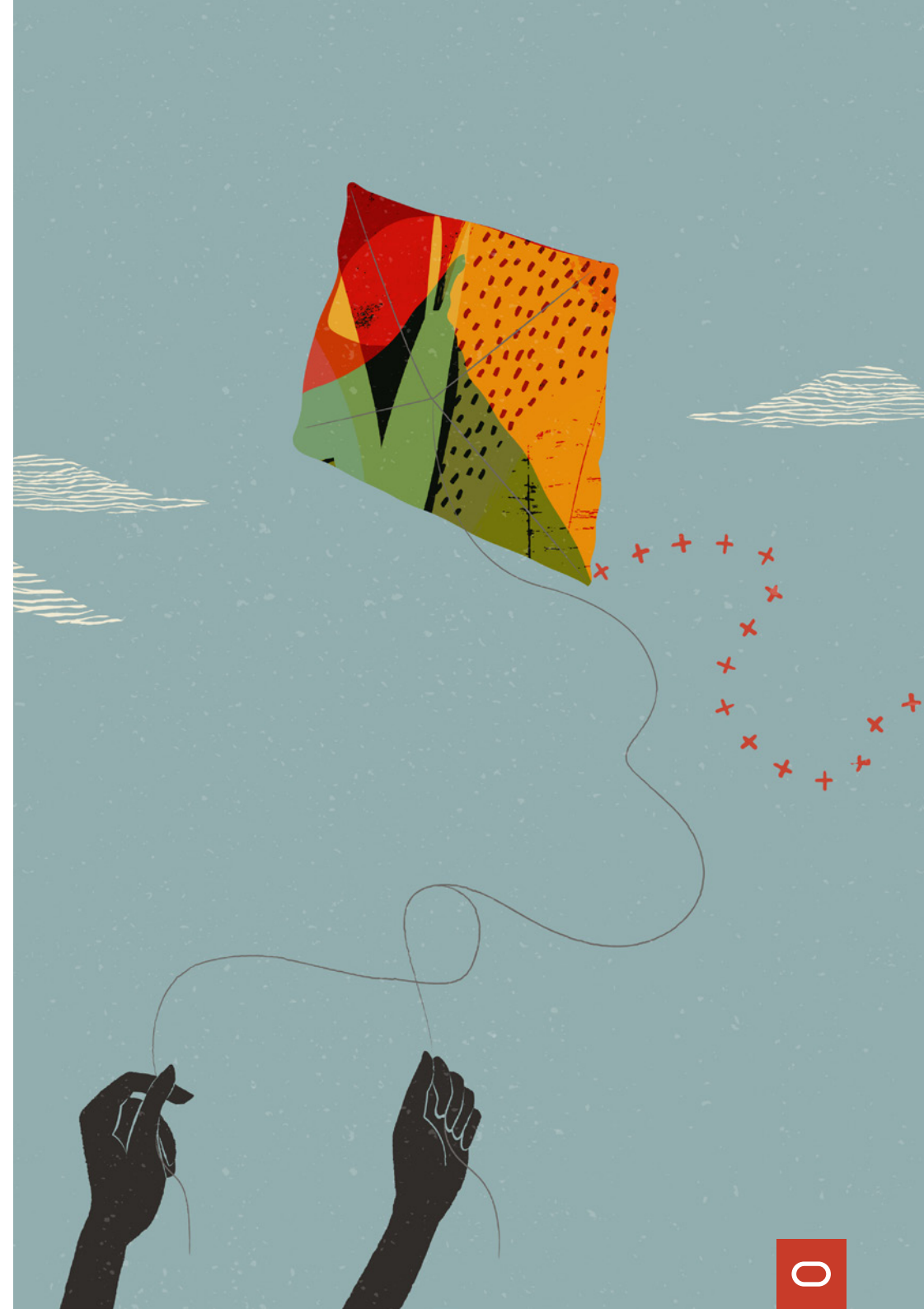
## Solution

Immediately recognising the impact an integrated solution would deliver, we set to work deploying Oracle Financials, Procurement Self Service, Oracle Procurement, Inventory Management, Order Management, Global Human Capital and Order Payroll. Our employees are perhaps the organisation's largest expenditure and so building an integrated platform between HR and Finance seemed the best place to start our transformation efforts.

## The results

Through deploying our cloud-based system, Almuftah Group now has a single source of truth from which to work and always has access to the latest version of the technology. We have stripped out the previous in-house solution and have built an integrated platform which has brought our finance and HR functions together opened up automation capacity and given us deeper insight into our processes and performance.

In our Finance department we have made significant strides across our Procurement and Accounts Payable departments. We can now see how our budgets track against our expenditure, and can automate critical functions like Purchase Order approvals. Cash management is now synchronised between collection from Accounts Receivable and making the payment according to our cash. Vendors are subsequently paid on time and wherever possible we leverage cash discounts.



In HR we are now much more in control of our costs as employees are now affiliated with departments and divisions, giving us a much better picture of our expenditure on a month by month basis. Critical processes such as payroll have been automated too and throughout the pandemic we have not only been able to pay on time, but in full as well - a particularly fantastic achievement for such a large organisation.

The culture of the organisation is now starting to shift too. Reporting happens faster and is more precise. Our employees' time is better spent on more critical analysis and forward planning rather than on administrative tasks. People are able to work together better since they are both working from a single platform and view of the truth. Our forecasting has improved and we are able to be much more agile as a result of changes in the market.

“Almuftah Group has a rich heritage and a broad portfolio of businesses and operations. In recent years this complexity had prevented us from realising our true potential. Oracle ERP has helped us strip away this complexity and given us the insight we need to leverage our own capacity, automate heavily manual processes and move much faster.”

**Khaled Elhousseiny**  
Group CFO, Almuftah

## Emirates Driving Institute

How Emirates Driving Institute deployed Oracle ERP Cloud to simplify management reporting and power global expansion

### Our challenge

Emirates Driving Institute is the largest Driving Institute in Dubai and the Middle East, and has been in operation since 1991. It provides Driver License Acquisition training courses for different vehicle categories ranging from cars and busses, through to forklifts and motor cycles.

The business has 3 schools in Saudi Arabia, 6 in the United Arab Emirates, and employs over 2000 people. As part of our global expansion into the United States and the United Kingdom, we recognised managing multiple transactions from around the world with different business units would be a tall order with our old system. It lacked the functionality required to handle more complex workflows and didn't offer the level of reporting required.

Unable to access our existing system from anywhere but the office and as part of our broader business objective to go fully virtual, we decided to move our systems to the cloud. As well as improving accessibility, it would strip away hardware, security, and maintenance from under our management too.

### The solution

With a long background in using Oracle, it was clear that the best solution for our challenge was Oracle. It offered us simple integration, simple migration, and even easier knowledge transfer. We were able to implement and get up and running in just under 5 months and are excited for the road ahead.

## The results

The biggest win for us as an organisation has been the unrivalled visibility into our operations and performance in just a few minutes. Where it used to take senior management 3 to 4 weeks to access the information they need - which is instantly out of date - they can access a dashboard which in just a few minutes, provides up to the minute information on exactly they want to know.

Operating from the cloud has given us the freedom to access the platform from anywhere. This has been extremely useful during the pandemic where we were mostly operating from home. It has also ensured that we always have access to the latest iteration of the software and that we have the greatest level of security applied to our critical systems.

Our organisation is largely a cash transaction business. We built custom applications for our students to access but we have integrated it with our Oracle system and now we can readily see all the revenue, prepay payments, refunds, cheques, invoices and everything else in a single place. It has also been automated wherever possible and intelligent workflows put in place to ensure we are compliant and operate effectively.

Internally, our HR team are extremely happy with the self-service module which ensures that employees can get what they need without having to engage with the HR team. They were receiving thousands of requests each week but that's been dramatically reduced, freeing up their time to focus on other projects.

“With our continued expansion into new markets, the move to the cloud was critical to help us centralise, standardise, and accelerate our core operating processes. Oracle ERP has helped us achieve this while giving us unrivalled insight into our business performance.”

**Yousif Odeh**

IT Manager, Emirates Driving Institute



**Nickel**

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# How a hypergrowth FinTech powered transformation with Oracle Cloud ERP

## Our challenge

As an organisation, we are only six years old. But in that time we have grown rapidly to over 1.8 million accounts and quickly outgrew our IT systems. As a subsidiary of BNP Paribas and the first French neo-bank, we offered a totally different proposition to the market. Accounts including an international MasterCard can be opened in five minutes at a tobacconist shop without conditions on income, offering a banking solution for all.

Innovation is a fundamental part of our DNA, and our hypergrowth highlighted the need to modernise, simplify and harmonise our IT infrastructure and ecosystem. We decided to make the move to the cloud. The business took a long-term view and our bigger strategy is to expand to 7 countries across Europe by 2024. To do that, we also needed a flexible and adaptable architecture prepared for the challenges of this level of expansion.

We needed to find a way to scale at the lowest possible costs to the organisation and subsequently our clients. And we needed a solution that would comply with regulatory constraints and all other requirements of a financial institution. Oracle not only met these requirements but has given us the capacity to put in place a standardised solution which uses best practices from the world of finance and the capacity to grow.

## The solution

Oracle Cloud ERP was chosen for three key differentiators: the simplicity of application configuration and use, the cost and scalability of the solution, and the agility provided by the cloud.

## The results

Oracle has helped us mature rapidly and grow, as well as enhanced our control and improve our performance dramatically - we've increased our client portfolio by 25% while the financial team size has stayed the same. This naturally has a huge impact on our revenues and profits.

In just six months we have established an integrated virtual system for accounting transaction processing based on financial repositories and data, such as our supplier repository, common operational charts of accounts and standardised analytical keys for different countries. This will make our expansion into different markets much simpler and safer.

Accounting processes have been centralised into a single system which delivered broad functional coverage and integrates easily with our core banking, payroll, and other key applications. This is helping us better manage our capital, keep our costs down, and increasing our control.

And finally, we have extended the functionality of financial reporting to strengthen the audit and coverage of internal controls.

“Nickel’s growth, both in France and abroad, requires us to make our internal processes ever more reliable. The adoption of a cloud-based ERP solution allows us to focus on our core business by relying on the most efficient market solutions for our support functions.”

**Olivier Jean**

Chief Operating Officer, Nickel

**AfrAsia**

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# Improving both the customer and employee experience using the cloud

## **Our challenge**

The relationship managers at AfrAsia Bank know their customers by name. They work with business and private banking clients around the world, traveling from corporate headquarters on the island nation of Mauritius to meet each one in person for financial planning, wealth management, and other banking services. This model makes hiring the best people essential, and the competition for talent is tough on tiny Mauritius. So AfrAsia Bank decided it needed to move to cloud applications to give employees and customers the experience they expect.

AfrAsia Bank wanted to move the bank's applications to the cloud to ensure data security while offering employees and customers the same kind of intuitive and mobile applications they use in their personal lives.

## **The solution**

The bank started by replacing the finance team's Excel spreadsheets with Oracle ERP Cloud to provide a single source of accurate information. It only took about four months to implement Oracle ERP Cloud's procurement, accounts payable, general ledger, accounts receivable, and fixed assets modules.

## Our results

The success of the ERP implementation led the bank to move its human resources applications to Oracle HCM Cloud. Today the bank uses the platform to offer standardized HR programs and benefits. The talent management modules help the bank attract, evaluate, and hire job candidates and the performance management modules help managers evaluate and coach staff.

Additionally, AfrAsia Bank cut in half the time employees need to do certain routine HR tasks by using Oracle HCM Cloud to provide self-service features.

“All the information we have in regards to clients is sensitive. So we have to ensure that all our data is secure, safe and managed properly. And that’s where we got the comfort with Oracle systems, whether it’s ERP or HCM.”

**Sandeep Chagger**

Head of Digital and Transaction Banking at AfrAsia Bank Ltd



## Albelli

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How Albelli went from manual processes and fulfillment challenges to automated capacity planning to better serve customers using Cloud

### Our challenge

Albelli started out selling photo books in the Netherlands, and soon expanded to Belgium, France, Germany and the United Kingdom.

More than ten years later, we help people make the world more beautiful, helping them share their precious moments with wall decorations, calendars, cards and much more.

In 2011, Albelli – under our company name Album Printer – became part of Cimpress, a market leader in the field of personalized products. Between 2011 and 2014, we combined their international expertise with our business knowledge to bring a range of new brands to the group, including Swedish brand Önskefoto, the UK's Bonus Print, and Norwegian business Fotoknudsen.

In July 2017, Albelli was acquired by the Dutch private equity investor Gilde Buy Out Partners. This was another step forward in the journey of bringing people's special moments to life – but presented challenges in how we managed our data and internal processes.

## The solution

Before beginning their transformation, Albelli relied on manual processes that hindered employees and struggled with a lack of real-time data. But this was impacting their supply chain, and their ability to monitor their business operations and performance in real time. Albelli wanted to better serve their customers and employees with solutions that could optimize operations and support company expansion.

“There were more than a few times when I and the team thought there was no way we could meet the deadline or even pull it off at all, but in the end, we did it. And it’s quite clear it was all down to choosing Oracle as our partner.”

**Alex Ashu**

Head of Accounting at Albelli





## The results

With Oracle's ERP, Albelli not only has a platform to continue work as usual, but a platform that allows them to scale.

With new procurement, supply chain management and billing systems, the business has been able to achieve new and improved ways of working– whilst having the space to adapt, improve and expand its operations over time.

The company uses the ERP Cloud primarily in its day-to-day accounting transactions and supply-chain management. With the auto scanning solution, invoices and other admin tasks are completed more quickly. Planning tools allows Albelli to optimise purchasing across different sites, as well as put together a clear picture of their supplier network, relevant lead times, and prices. And with more effective inventory management, the business can quickly identify products which are going out of date.

The project has been so successful that Albelli has now expanded into new territories with several large, high profile acquisitions – all of which were transferred directly onto Albelli's new Oracle-based systems.

**Wolseley**

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# How Wolseley Industrial Group boosted supply chain visibility with Oracle Cloud SCM

## **Our challenge**

Wolseley, a subsidiary of Ferguson plc, is a leading UK-based distributor of plumbing, heating, ventilation, and air conditioning products, serving residential, commercial, civil, and industrial customers.

As part of a broader effort to improve its service to those customers, Wolseley wanted to move from its manual inventory management and supply chain systems to a centralized, cloud-based system. The goals were to enable more comprehensive planning, improve procurement and supplier management, collaborate better with suppliers, provide inventory visibility, and improve order management for consistent on-time delivery.

## **The solution**

Wolseley chose [Oracle Cloud SCM](#) because the integrated components of and roadmap for Oracle's cloud-based application suite aligned with the stock forecasting, distribution center management, procurement, and inventory management outcomes Wolseley needed to further improve its customer service.



## Our results

Wolseley estimates that its move to [Oracle Cloud SCM](#) has improved its on-time/in-full delivery helping boost company revenue by millions of pounds.

The company now has a single view of inventory across its distribution network, as well as automated planned orders, which previously were manually processed three times a day.

Wolseley has also automated supply and demand forecasting, helping it to forecast demand using multiple statistical models.

“Before we had Oracle, everything was very manual and we didn’t have a single view of inventory. Today, we are no longer over-exposed on a day-to-day basis when dealing with exceptions, peaks, and troughs.”

**Roger Connett**

IT Director, Wolseley



## Conclusion

In the customer stories above, we've seen how every industry has faced its own unique challenges – and how that has required bespoke paths to recovery and growth.

But whatever the needs of your business, it's clear the key to success is flexibility, agility, user experience, openness to change, and a strong partner to support you.

At Oracle, we have the expertise and the technology to ensure your business can cope with today's challenges, and be ready for the future, too. And with Oracle Cloud ERP, you can move to the cloud faster, more easily, and with less risk than with any other provider.

**For more information on how our ERP  
Cloud solutions can help you**

visit us at [oracle.com/emea/erp/  
solutions/finance-strategy](https://oracle.com/emea/erp/solutions/finance-strategy)

The Oracle logo is displayed in white, uppercase letters against a dark teal background. The background features faint, stylized illustrations of hands and a fingerprint, suggesting themes of human interaction and security.

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