



OTM Shared Services

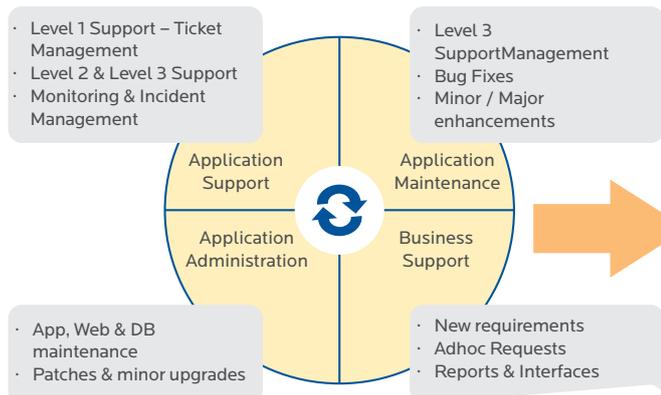
Complete OTM support and maintenance services

Support and Maintenance Simplified

Birlasoft brings an end-to-end Oracle Transportation Management (OTM) support and maintenance services. Our OTM Global Support Center (GSC) provides application management services to support and maintain customer’s OTM environments. GSC aims to deliver the best quality of services with high levels of flexibility, predictability, scalability of operations with significant cost savings. With strong supply chain and domain expertise, Birlasoft has the experience of executing large OTM implementations across geographies and industries. Our certified and specialized team of technical and functional consultants are experts in providing OTM support and maintenance services.

Ensuring Satisfaction

- **Optimized IT spend and Reduced TCO** – reducing costs through shared resources, driving efficiencies
- **Flexibility & Scalability** – meeting varying business demands
- **Centralized Knowledge Repository** – leveraging best practices and solutions, enhancing productivity
- **Improved Operational Excellence** – standard set of tools/processes and committed/Agreed SLA’s
- **Improved Coverage** – 24x7 coverage with reduced spend
- **Scale Up & Down on ‘As & when’ basis** – free to scale up and down without planning for infrastructure upgrades



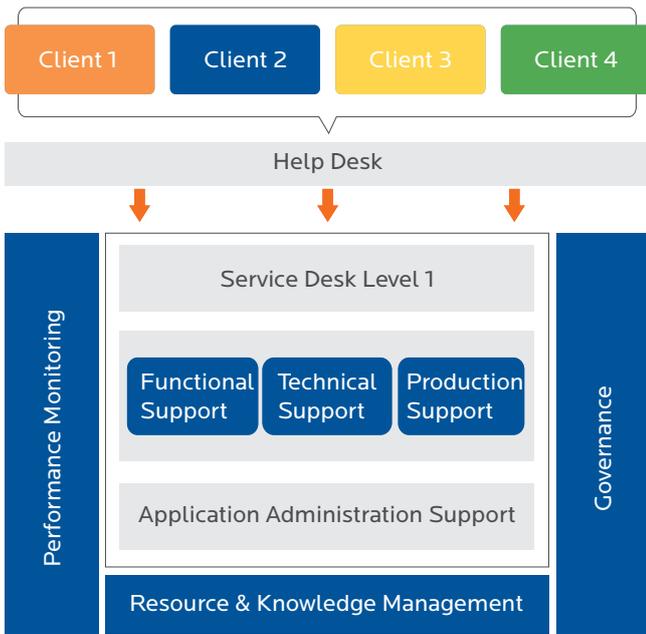
Unlocking Possibilities

- End-to-end support solutions on OTM by common talent pool
- Virtual extension of customer’s IT support environment
- SLA based Management and Performance measurement
- One-stop shop for application support, maintenance and enhancements
- Innovative pricing models
- Standardized support and delivery models based on best practices

OTM Coverage

Functional	Technical
<ul style="list-style-type: none"> • Core OTM Modules • Operational Planning • Freight Settlement • FTI • Sourcing • GTM • Fleet Management • Brokerage and Forwarding 	<ul style="list-style-type: none"> • Business Process Automation, • Reports, work flow, • Integration Mapping & Monitoring • OTM Health Checks viz. Agents • Optimization, process improvement

Detailed Services Delivery



The Birlasoft Advantage

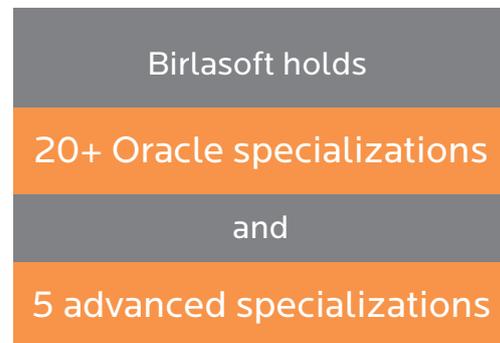
- Strong Supply Chain and Domain experience
- Experience in executing large OTM implementations across geographies and industries like Manufacturing, Logistics Service Providers, CPG/FMCG etc
- Over 50 technical and functional consultants
- OTM Support Specialist and Certified Consultants

Location	Service	Timeline
Offshore	Dedicated Resources	24x7
Onsite + Offshore	Staff Augmentation	24x5
Onsite / Remote	Service on Demand	16x5
Near Shore		12x5
		8x5
		On Demand/Call

OTM Shared Services has a flexible pricing model that is scalable and minimizes annual maintenance costs.

Birlasoft Oracle Practice provides Oracle and process-based expertise to Manufacturing, Automotive and Energy industries. More than 2,000 Oracle professionals deliver a powerful combination of industry experience and Oracle knowledge in the following areas:

- E-Business Suite
- E-Business Suite
- Agile PLM
- CRM On Demand
- Value Chain Planning
- Value Chain Execution
 - Oracle Configurator
 - Warehouse Management
 - Oracle Transportation Management
- Business Intelligence and Hyperion
- Fusion Middleware
- Global Services and Support



RESOURCES

OTMSupport@birlasoft.com | birlasoft.com

Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.