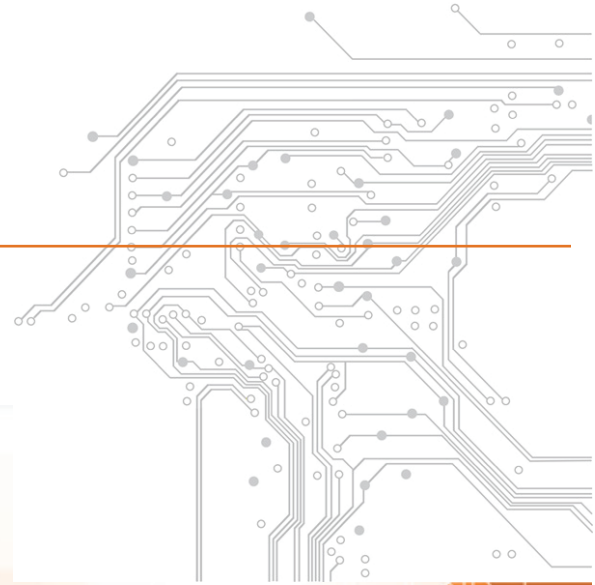


CASE STUDY

Toshiba Medical



CASE STUDY Toshiba Medical

CUSTOMER

Toshiba Medical

INDUSTRY

Life Sciences

SERVICES

Manufacturer
Imaging and Diagnostic
Solutions

ANNUAL REVENUE

\$600 million +

EMPLOYEES

1,200 +

PROJECT BACKGROUND

The initiative began with Toshiba Corporation standardizing systems between Toshiba companies around the world. In 2009, Toshiba America Medical Systems (TAMS) engaged Centroid to deliver a next-generation ERP platform that would serve as the backbone for future growth and business process transformation. TAMS possessed a complex, highly customized and antiquated ERP system. They decided to leverage existing Oracle R12 functionality to standardize processes and eliminate many existing customizations. In parallel, TAMS required infrastructure upgrades (server hardware, operating system and databases) to support planned growth and to significantly improve system performance. TAMS also retired older technology and reporting systems, and leveraged Oracle OBIEE and Hyperion for Enterprise Reporting.

As an ongoing service provider to TAMS, Centroid migrated their AIX platform to Linux and deployed their systems onto newer infrastructure. Centroid has also performed additional R12 upgrades to keep them current at 12.1.3.

PROJECT SCOPE

- Oracle EBS Modules: GL, AP, AR, FA, Cash Management, Inter-Company Accounting, Global Accounting Engine, Concur, HR, OM, PO, Inventory, Advanced Pricing, Shipping, BOM, Cost, Material Requirements Planning, Service Requests, Service Contracts, Install Base, Configurator, Quoting and legacy home grown Lotus Notes applications integrated into Oracle EBS
- Third-Party System Integration: 20 + Enterprise Application Integrations and Contract Manufacturing
- Implemented SOA to integrate BlackBerry Field Technician Solution
- Oracle OBIEE and Hyperion Essbase

RESULTS ACHIEVED

Centroid and TAMS successfully completed the following project objectives:

- **A Corporate Wide Standard Enterprise System** – Oracle Release 12 allowed the TAMS organization to meet the Toshiba Corporate directives by being on a system that was standard across all Toshiba companies versus a highly customized and antiquated ERP system.

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RESULTS ACHIEVED CONT.

- **Resolving Long-Standing Issues Due to Non-Integrated Systems** – The Oracle R12 suite eliminated the need for supporting existing, costly customizations and extensions for a more flexible and sustainable environment. It also offered significantly expanded functionality, an improved user experience and reduced cost of ownership across the enterprise.
- **Accurate and Efficient Data in A Single System** – TAMS realized the value of improved customer insight and management, efficient and accurate quoting and system configurations, additional reporting capabilities, better-quality planning, forecasting and an ERP system that was supportable and the latest technology in the marketplace.

The project implementation from planning to deployment successfully delivered the next generation ERP platform to over 1,200 users over a 3-year period. The ERP upgrade eliminated redundant customer information, errors in quoting and system configurations and data scattered in many systems. The new system delivered a next-generation application and a needed hardware and infrastructure refresh. TAMS gained the efficiency in daily operations to continue to move as a leader in their field.

