



## Oracle E-Business Suite

### Technologies used

- Oracle Applications R12
- Oracle 11g
- Oracle OAF 12.2.4
- Oracle Web Logic Suite 11g
- Oracle SOA Suite 11g
- Oracle Enterprise Manager 12c



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## Increased Agility of Footwear Manufacturer with Peak Season Management

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### About Deckers Outdoor Corporation

Deckers is a leading manufacturer and retailer of fashion, luxury and high utility brands of footwear & other accessories. Headquartered in California, they own 7 leading brands and have operations in the US, Europe & Asia Pacific.

### Business Challenges

- Business expansion demanded IT support in expansion (roll-outs) and deployment of new functionality (retail).
- Monitoring Jobs in peak season was a challenge.
- Integrating Oracle EBS with external systems was not straightforward.
- Inability to manage the complexities of OFM production environments caused scalability issues.
- Increasing volume of transactions due to business growth led to increasing outages (over 10 production outages every 2 days with each outage lasting over 10 minutes).
- Lack of people with the right OFM experience caused improperly configured backups in the clustered environment resulting in a 75% chance of failure of incident recovery.
- Lack of automated monitoring of OFM environment hosting further contributing to the complexity and subsequent outages



“Deckers Outdoor Corporation increased its applications stability with the Automated Monitoring & Alerts”

## Solution

- Deployed a dedicated team of onsite and offshore SMEs to cut the backlog in finance & SCM by half; delivered enhancement support
- Formed centralized reporting structure and a streamlined process for ticket management
- Provided 24/7 Peak Season Monitoring to handle all Business Critical Systems
- Configured and enabled proactive health monitoring of servers, disk inputs/outputs, database, and various threshold values
- Enabled automation and structured restoration in case of failure
- Implemented Suneratech’s Fusion OnDemand Managed Services and provided a one-step solution for optimizing and automating the deployment of an Oracle Fusion Middleware environment
- Hardened the environment allowing scaled-up transaction value

## Business Benefits

- Expanded IT capacity to cater to project and support needs simultaneously
- Uninterrupted availability for Peak Season Monitoring
- Automated provisioning now completed in 89% less time
- Proactive notifications for a smoother flow of business
- Uninterrupted availability of OFM environment
- Automated provisioning in 89% less time
- Proactive notifications for a smoother flow of business