



**Annually Save Hundreds of Data Maintenance Hours**

Not-for-Profit - Case Study



### Products

Customer Wizard  
Supplier Wizard  
Item Wizard  
Price List Wizard

### Company

American Red Cross

### ERP System

E-Business Suite

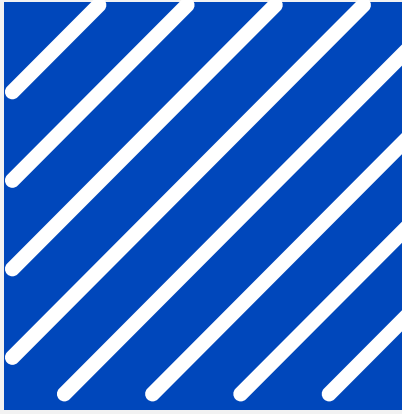
### Industry

NGO  
Not-for-Profit

The American Red Cross is a humanitarian group that provides disaster relief, lifesaving blood, international services, training, and certifications as well as assistance for military personnel. It is part of the world's largest volunteer network and is found in 187 countries.

Continue reading and learn how More4apps helped the company save hundreds of hours with its data maintenance.





The American Red Cross has an ongoing need to integrate new lines of service into the Oracle E-Business Suite. This means a large number of data cleanup and conversions. There is also a need for post-go-live maintenance to help keep the different lines of services working productively with Oracle E-Business Suite.

In the past, there were many customizations to help facilitate the data requirements of the different lines of business.

However, constraints on personnel meant that the end-users had to wait for long periods of time for the relevant data to be created or updated.

This was a real problem for the business. They needed a more efficient, time-saving way to help with data processing.

Ideally, [More4apps](#) would remove many of the customizations and give control of the data back to the end-users rather than having it sit with IT personnel, who was already a stretched-thin resource.



The volume of data changes required at the American Red Cross is immense. Refer to the table below to understand the scope of work.

	Price List	Customer	Supplier	Inventory
Active	1,919 Primary lists (avg. 142 items)  245 Secondary list (avg. 177 items)	10,831 Customer  11,480 Sites  3,155 Accounts w/ Balances	50,000 Suppliers  55,000 Sites	18,000 Items
Monthly Charges	4,215 New lines  4,733 Lines Charged	30 - 50 New Customers  110 - 150 Updates	620 New  3,500 Updates	2 - 20 New  1,200+ Updates
Periodic Mass Changes		Collector DFF Terms  Salesperson  Deactivations due to inactivity	Pay groups  Deactivations due to inactivity  Record cleanup	Price & expense updates  Assigning items  APO items
Processing Time (before solution)	14 People with part-time responsibility	145 Hours	1,814 Hours	36.5 Hours
Processing Time (after solution)	2 Part-time people for coverage reasons only (50% more efficient)	24 Hours	596 Hours	4.65 Hours



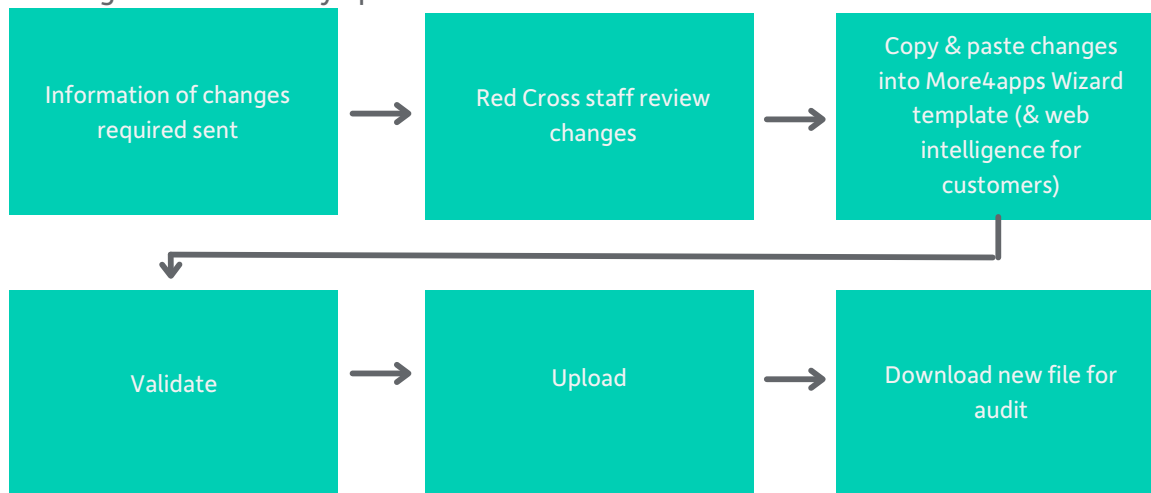
## Choosing a Solution

After searching for applications that met the American Red Cross' requirements, it discovered the [More4apps Wizards](#). The [Wizards](#) were the only full end-user solutions to meet the needs of the Red Cross.

Key features:

- Quick implementation
- IT Requirements were met
- Little IT effort to install Wizard(s)
- Ease of use
- Low cost of investment

By using the [More4apps solutions](#) across a number of departments, the company simplified its data processing and successfully updated data into Oracle E-Business Suite.







## Installation Process - Price List Wizard

The installation process was simple for [More4apps](#) and performed by DBA in less than a couple of hours. They provided a trial key and since it was an Excel spreadsheet on the front end, nothing extra needed to be installed for it to work.

Connecting the [Price List Wizard](#) to the test instance of Oracle EBS was simple. Since Oracle E-Business Suite used standard login, [More4apps](#) set up the URL and assigned users to the [Wizard](#), which was completed within an Excel spreadsheet.

The end-users are not technical; however, they found the [Wizard](#) was easy to use since the main skills required are standard Excel cutting and pasting.

## Trialing the Price List Wizard

The American Red Cross downloaded full price lists and partial price lists using the [Price List Wizard](#) feature to download only active lines.

The upload functionality to amend the existing data and create new list lines as well as a whole new price list.

The spreadsheets are automatically configured to descriptive and advanced pricing qualifier Flexfield setup. Features like this work without additional setup.

Once changes are indicated in the Excel spreadsheet, validation, and upload are quick and simple.



## Price List Wizard Results

More4apps helped the American Red Cross achieve its goals with the [Price List Wizard](#). This tool eliminated the custom price list program, which meant the American Red Cross could remove the budget for IT maintenance.

It also reduced the amount of manually processed changes and allowed the Revenue Billing Division to take full control of the end-to-end price list process.

With the [Price List Wizard](#) implemented, the Revenue Billing Division went from 14 part-time employees to 2.

## Installation & Customization of the Customer Wizard

The setup and installation for the [Customer Wizard](#) were the same as the [Price List Wizard](#). Since the [More4apps Wizards](#) share connectivity, only one package needs to be installed on the database.

The [Customer Wizard](#) reduced the amount of manual data entry and customer changes. Therefore, updates were performed within hours rather than weeks. Yet again, the American Red Cross saved money by eliminating the IT team's time and labor.

Review the below chart to see the time saved making changes.

Data Updated:	# of Records	Update Method	Time per Item	Time to Update All
Time to Update All	584	Manual	1 min	10 hrs
De-activation - Entire Record	7,213	Manual	2.5 min	120 hrs
DFF Site Level	882	Manual	2 min	15 hrs

Data Updated:	# of Records	Update Method	Prep Time	Run Time	SAVINGS
Time to Update All	584	Customer Wizard	1 hr	2 hrs	7 hrs
De-activation - Entire Record	7,213	Customer Wizard	2 hrs	8 hrs	110 hrs
DFF Site Level	882	Customer Wizard	2 hrs	2 hrs	11 hrs

# Supplier Wizard

The American Red Cross was faced with very similar issues when dealing with the supplier master data as customers. Again Oracle had provided a feature-rich user interface, but it was slow and difficult to navigate.

The [Supplier Wizard](#) proved to be another successful solution from [More4apps](#). The American Red Cross saw another reduction in the amount of manually processed data.

The table below shows the efficiencies achieved with the [Supplier Wizard](#).

Data Updated:	# of Records	Update Method	Time per Item	Time to Update All
Sites De-Activated	80,000	Manual	0.75 min	1,000 hrs
Site Address Updates	31,000	Manual	1 min	517 hrs
Suppliers De-Activated	18,000	Manual	0.5 min	150 hrs
Suppliers Created	3,520	Manual	2.5 min	147 hrs

Data Updated:	# of Records	Update Method	Time per Record	Run Time	SAVINGS
Sites De-Activated	80,000	Supplier Wizard	0.25 mins	333 hrs	667 hrs
Site Address Updates	31,000	Supplier Wizard	0.25 mins	129 hrs	388 hrs
Suppliers De-Activated	18,000	Supplier Wizard	0.25 mins	75 hrs	75 hrs
Suppliers Created	3,520	Supplier Wizard	1 mins	59 hrs	88 hrs



## Inventory Items

The [More4apps Item Wizard](#) again results in impressive efficiency gains. See the results below.

Data Updated:	# of Records	Update Method	Time per Item	Time to Update All
Price Updates	260	Manual	1 min	4.5 hrs
Item Assign	958	Manual	1.25 min	20 hrs
Expense Account Updates	566	Manual	1.25 min	12 hrs

Data Updated:	# of Records	Update Method	Time per Record	Total Time	SAVINGS
Price Updates	260	Item Wizard	0.15 mins	0.65 hrs	3.85 hrs
Item Assign	958	Item Wizard	0.15 mins	2.5 hrs	17.5 hrs
Expense Account Updates	566	Item Wizard	0.15 mins	1.5 hrs	10.5 hrs

## Conclusion

With the reduced work effort, the American Red Cross has been able to reassign its staff's efforts to more productive, beneficial, and enjoyable work, which is a huge bonus for a non-profit.

The support [More4apps](#) provided was second to none. The staff on board are experts who understand Oracle's functionality and are available whenever and wherever needed.