motherson

Your Operations, Our Expertise, Proven ROI

The Client

A premier Middle East public-sector institution operating mission-critical Oracle applications across finance, human resources, and procurement functions. These systems form the backbone of daily operations and public service delivery, necessitating exceptional availability, resilience, and regulatory adherence.

Business Challenge

The organization contended with substantial Total Cost of Ownership (TCO) and prolonged technical incident resolution times, compounded by talent attrition and eroding internal Oracle proficiency. This reactive framework impeded scalability, preventive maintenance, and strategic alignment with business imperatives leading to

- Elevated operational and support expenditures

- Extended incident resolution timelines disrupting continuity

- Declining internal Oracle technical expertise

- Limited capacity to scale support with organizational growth

- Reactive rather than proactive maintenance paradigm

- Ongoing audit preparedness deficiencies

Our Solution

Motherson Technology Services provided an embedded on-site support team to manage the full Oracle technology stack

Proactive System Governance: Executed timely patching and updates to maintain optimal stability, security, and performance

Resolution Excellence: Streamlined incident management through direct stakeholder engagement to resolve core operational pain points

Talent Enablement: Conducted structured training programs to upskill users on system capabilities and emerging enhancements

Proud to be part of.

Transformative Outcomes

This strategic engagement yielded marked improvements in user satisfaction and significant TCO optimization through automation of manual processes and elevated service standards. Fortified IT-business synergy ensured technology initiatives remained precisely calibrated to enterprise priorities.

Motherson Technology Services delivered a specialized on-site team in close alignment with IT leadership and end-users, prioritizing proactive oversight and relentless service evolution.

- Substantial gains in end-user satisfaction metrics
- Optimized support and maintenance expenditure
- Accelerated incident resolution with superior service quality
- Strategic automation of critical manual processes
- Enhanced cross-functional IT-business collaboration

Technology Stack

- Oracle E-Business Suite
- Oracle HRMS
- Oracle Advanced Procurement

Scope of Engagement

- Strategic Process Consulting
- Mission-Critical Application Support & Patching
- Iterative System Enhancements