Client profile

BT is a communications service provider, serving the needs of customers in the United Kingdom and in more than 170 countries globally. The company provides fixed-line services, broadband, mobile and television products and services as well as networked information technology (IT) services. It has more than 20,000 employees.

Business challenge

BT Spain’s financial systems were running on an old, unsupported Oracle platform—Oracle R11.0.3. With more than 300 complex customizations, the client found it difficult to implement new business-critical functionalities that were key to ensuring statutory compliance. It wanted to upgrade and streamline its outdated financial management systems to simplify and reduce the level of customization, include new functionalities and transition to the latest Oracle enterprise platform.

How Accenture helped

BT selected Accenture for this Oracle upgrade project due to Accenture’s extensive knowledge and experience in implementing Oracle E-Business Suite globally as well as its local and global delivery presence. Accenture helped the client transition its financial systems to the Oracle E-Business Suite Release 12.1.3. The team began by identifying possible areas where business process changes and enhanced functionalities of the Oracle R12 platform could reduce application customizations, promoting ease of maintenance and future upgrades. Based on this exercise, the team was able to rationalize the number of custom components from more than 300 to less than 100. Accenture also helped BT integrate business processes such as Business Expense and Cash Management with the new Oracle financials platform, eliminating the need to maintain separate systems. The Accenture team worked in close collaboration with all key stakeholders of the project and was successful in delivering a high-quality implementation at pace, with very small onshore presence and at a competitive price point.

"It is great to see a major migration of this kind complete without a major hitch, to the benefit of the BT business and our customers. I know this was underpinned by strong focus and effective teamwork and attention to detail. It bodes very well for the next phases of the Finance Transformation Program."

Clive Selley, CEO—Technology, Service & Operations and Group CIO, BT
High performance delivered

The upgrade to Oracle R12.1.3 platform replaced the obsolete and overly customized R11.0.3 platform at BT Spain. By integrating business processes with financial data standards and operational tools, the new platform provided BT with robust financial and operational reporting capabilities as well as standard and efficient business processes. It will also help in implementing financial data standards and sharing of key financial data across the company. As a system with reduced customizations, it would be easy to upgrade with the latest Oracle software releases. To sum up, financial systems on the new Oracle platform would result in:

- Improved performance—processes can be completed in less time and information can be obtained much quicker, decreasing the time to perform tasks.

- Reduced application and infrastructure support cost by eliminating the earlier Business Expense and Cash Management systems.

- Reduced risk (because it is an Oracle-supported release).

- Reduced risk of inconsistent data.

In addition, the cost-competitive implementation helped BT Spain meet the tight schedule to attain Single European Payment Area (SEPA) compliance. SEPA is a payment integration initiative of the European Union for simplification of bank transfers denominated in Euro. The Spanish Oracle upgrade experience is also likely to help BT in its global R12 upgrade, as the configuration for Spain can potentially serve as a base for the global template.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 293,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world’s most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$28.6 billion for the fiscal year ended Aug. 31, 2013. Its home page is www.accenture.com.