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Company Background

Established in 2001, Infosemantics, Inc. is a professional services company specializing in Oracle E-Business Suite (EBS), Business Intelligence (BI), and Fusion Middleware solutions.

Powered by Our People

Our strength lies in our people – a talented and experienced team of consultants who quickly become an integral part of our customer's teams – providing streamlined advocacy, and engineering solutions.

Partners



Case Study | Midmark

Company Overview

Midmark Corporation strives to bring efficient patient care to millions of people each day in the human and animal healthcare industries around the world. A leading provider of medical, dental and veterinary equipment solutions, Midmark is focused on continuously improving exam room workflow and enhancing patient-caregiver interactions. Midmark's more than 1,500 teammates worldwide are dedicated to redefining the future of the clinical space and making a positive difference in the practice of healthcare. Headquartered in Dayton, Ohio, Midmark maintains production and administrative offices in Versailles, Ohio, as well as four subsidiaries in the United States and international subsidiaries in France, India and Italy. For more information about Midmark, visit the company's Web site at www.midmark.com.

Infosemantics Business Solution

Infosemantics has completed multiple distinct projects for Midmark beginning in 2008, with ongoing efforts underway to prepare for the EBS R12.2 upgrade and implementation of new Oracle modules and OBIEE.

Service Contracts/Install Base/Warranty Management Business Process Improvements

Infosemantics reviewed existing solutions documenting requirements and recommending new processes and configurations for Oracle Service contracts, Warranty Management, Install Base and related modules in the California and Ohio locations. An assessment of the customer master design was also completed to ensure correct integrations to Install Base to enable the correct tracking of warranties. Changes to attributes on the Item Master and Install Base configurations were made for service contracts and serviceable products. Analysis of future integration with an external Service ticketing system was performed to determine the best strategy for entitlement checking which is essential for any service execution solution.

FDA Required Changes in Service; Credit Payment System; Configurator Support

Infosemantics provided an End-to-End solution designer and developer to implement FDA required changes and other enhancements in Service and other custom modules, implemented a new Cybersource process for the credit Payment system and provided troubleshooting expertise for Configurator for an extended period.

Oracle Advanced Pricing Integration with Configurator

Infosemantics set up Advanced pricing utilizing advanced features including attribute mapping, price breaks, complex formulas, modifiers and qualifiers making it the main source of pricing data. A bi-directional interface between Oracle and an external configurator solution was designed to provide the pricing information including primary and secondary price lists, component and model level pricing, then importing finished models with calculated pricing back into Oracle resulting in an automated data transfer between systems that eliminated manual processes and errors.

Release 12.2 and OBIEE Roadmap

Infosemantics completed a functional and technical assessment to provide a roadmap and project plan to upgrade to EBS 12.2 and enable technology to better support the current and future business needs of Midmark. This plan will eliminate 800 customizations, implement new functionality, eliminate manual processes, enable growth, mitigate support and security risks, transition to a proper legal entity structure and align systems across different locations. Senior management was also presented with tasks that could be completed prior to the upgrade project to improve the performance and quality of the upgrade project, reduce risk, and level out internal resource loads which were taxed due to competing internal projects.

Project Management; Oracle Quality Implementation and Customer Master Realignment

Midmark engaged the Infosemantics project manager, who will subsequently manage the R12.2 upgrade, to assist with the development of the business case to present to the board and to provide assistance with the Agile assessment to ensure ideal integration between EBS and Agile. Agile was required to be implemented prior to the upgrade due to FDA regulation deadlines. This resource also continues to assist with business process improvements that were recommended in the upgrade assessment to prepare for R12 including the implementation of Oracle Quality. Additional resources have been brought in for other pre-upgrade improvements such as the re-alignment of the customer master and reporting.

Calendar Change Using ePrentise Software

Midmark wanted to change their 5-4-4 fiscal calendar into a traditional monthly calendar due to errors in setup, and Midmark's use of Oracle's deferred revenue functionality. Utilizing ePrentise's reorganization software, Infosemantics was able to lead Midmark's transformation from 5-4-4 fiscal into a traditional monthly calendar in just six weeks.

Chart of Accounts Change using ePrentise Software

Although Midmark's current COA has eight segments, the company lacked a segment for capturing location information. Therefore, Midmark identified locations in the company, cost center, and natural account segments. In addition to lacking a location segment, the business unit segment was only allowed on sales and COGS accounts. This led to the cost center segment being sometimes used to capture the business unit. Infosemantics is currently leading Midmark's COA transformation to more closely match the current and future business needs, resulting in a more uniform, easier to understand chart that avoids duplication of values in the other segments. Using ePrentise's Flexfield, this will be concluded in less than three months, eliminating a significant re-implementation driver which would have been far costlier.