



# GO TIME: ONE OF OUR LEADING DIGITAL COMMERCE CLIENTS

## VIDEO TRANSCRIPT

**SAMIA TARRAF:**

Hi everyone, I'm Samia Tarraf and I lead Accenture's North America Oracle Cloud business and this is GO TIME! GO Time is right NOW and we are sharing short stories of partnership that begin with truly listening and then providing agile solutions. Fahim Chestovich is working with one of our leading digital commerce clients to modernize their organization. They have 11 unique ERP systems.

Fahim, thank you for joining us and tell us about this project.

**FAHIM CHESTOVICH:**

Thanks, Samia. Our client is a multinational financial and retail technology company that specializes in digital commerce operating in over 130 countries. We are enabling global digital transformation for our client using Oracle SaaS. We are implementing Finance, Supply Chain and Enterprise Performance Management in over 130 countries to unleash the benefits, innovation and automation of Oracle SaaS. We are in the middle of global design, the most critical phase of the program where we standardized and optimized the processes of our client globally when COVID-19 hit.

**SAMIA TARRAF:**

That sounds intense. Both because of the scope of the program of 130 countries and then an unprecedented situation that COVID enabled. How were you able to respond to these challenges? And what did you do first?

**FAHIM CHESTOVICH:**

Yes, that's a good question. So the client was worried: "Are we going to be able to meet our deadlines? This is the most critical phase of the program. This is a mission-critical work for our client".

So we really understood their needs and we quickly pivoted seamlessly from an on-site to virtual collaboration and we ran 3 workshops across 3 geographies: North America, Europe and Asia-pac and completed all our milestones on time by running the workshops virtual with the client resources in multiple locations.

Within three days of COVID we were able to fully operationalize our team and execute all the work products virtually without missing a single deadline.

**SAMIA TARRAF:**

So, to be clear, you kept a huge project on track with no disruption, all well standardizing and making sure that we were providing continuous innovation and ongoing support. That's just easy. I'll think of this every single time I see an ATM. Tell us about the results this client is starting to see or some of their feedback?

**FAHIM CHESTOVICH:**

We completed our Global design on time. We standardized the processes. It's a big deal for our client to make sure that they have confidence in executing the rest of the program.



And our global design was declared a success by the client. The client made comments in various forums that this is the cleanest design they've seen.

We did this by keeping a relentless focus on customer service for our client galloping operational excellence, galloping product evolution for our client and making sure that they have optimized balance sheet going forward with our system.

And we delivered the global design on time with quality.

SAMIA TARRAF:

Fahim, this is a huge story leading one of our most complex deliveries and it's so great.

I'm glad to see that we are leading by listening and we were able to quickly adapt.

And as unusual the circumstances are, the approach is fundamental to who we are.

And we are meeting our clients where they are.

And in this case virtual collaboration and delivery wasn't an add-on. It became an essential part of how we helped this client transform their business. So thank you, so much.

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