

Appshop Success Story

Client: Riversstone Networks

Project Scope Implementation, support, and upgrade services for Oracle Financials, Human Resources, Inventory, Order Management, and Purchasing

Business Challenge Riversstone Networks was running several legacy systems that varied across product lines and geographies. In addition, the company was under pressure to have the ERP system up and running in time for their IPO. Riversstone had aggressive growth plans and decided that rather than trying to make the legacy systems work together, the company should implement a new Oracle system that would fully support its international operations. Riversstone investigated the advantages of outsourcing to an ASP and determined that it would be the most productive solution. According to Riversstone's Director of Systems and Process Development, Gray Smith, internal hosting was cost-prohibitive. "We need 24x7 support because we have international operations. To staff for that within the company would be too expensive," he said.

Project Goals For Riversstone, it was critical that the selected ASP enter the project with a clear understanding of the company's business needs: reducing the implementation cycle and overall project costs. After investigating the alternatives, Riversstone decided to partner with Appshop. In less than ten weeks, Appshop successfully implemented Riversstone's new ERP system. Since the initial implementation, Riversstone has partnered with Appshop to add multi-organization / multi-currency to the base implementation. More recently, Appshop has expanded Riversstone's Oracle footprint to include HR and Service/CRM. Appshop's relationship with Riversstone continues to grow, with seven new Oracle modules expected to go live soon.

Appshop Solution Using Appshop, Riversstone was able to focus on developing leading products and provide outstanding service and support to its customers. According to Smith, one of the most compelling benefits that Appshop delivered was ongoing consulting. "There's a lot of synergy if you have the same people who are implementing the system also providing support later," he said. Smith added that Appshop's rapid implementation and upgrade approach ensured the projects were completed on time and on budget. "The value, for me, is in consulting," Smith said. "And that's because I can't get that anywhere else."