



## Colorcon Receives Localization, Footprint Tailoring Expertise in Argentina from IT Convergence

### CUSTOMER PROFILE



**Colorcon**  
West Point, Pennsylvania  
[www.colorcon.com](http://www.colorcon.com)



### INDUSTRY

Pharmaceuticals

### EMPLOYEES

751

### IT CONVERGENCE SERVICES

■ Consulting

### APPLICATIONS & TECHNOLOGIES

- Oracle Accounts Payable 11.5.9
- Oracle Accounts Receivable 11.5.9
- Oracle Order Management 11.5.9
- Oracle Purchasing 11.5.9
- Oracle Process Manufacturing 11.5.9
- Oracle Inventory 11.5.9

### KEY BENEFITS

- Senior-level Oracle expertise
- In-depth localization knowledge
- Bilingual resources

### A LOOK AT COLORCON

Colorcon, Inc. is a world-leading provider of pharmaceutical technologies and a manufacturer of specialty chemicals for related industries. The company's best-of-class technologies are complemented by its value-added services, including technical services, global regulatory information, and independent research support.

### THE CHALLENGE

As part of a global, single-instance implementation of specific Oracle modules, Colorcon needed to complete a rollout in the company's Argentine facility. This location required support in understanding local reporting requirements to successfully complete the project. Colorcon's operation in Argentina differs from other offices because its Argentine office sells both Colorcon and third party manufactured products. Looking to tailor the company's existing rollout methodology to an office with only 7 employees and business practices that differed from other locations, Colorcon required additional Oracle expertise in order to match the large corporate footprint to the Argentine office.

### HIGH-LEVEL PROJECT GOALS

- Extend global business intelligence to Argentina through tailoring existing Colorcon corporate footprint
- Ensure all local reporting requirements are satisfied through compliance with Argentine laws

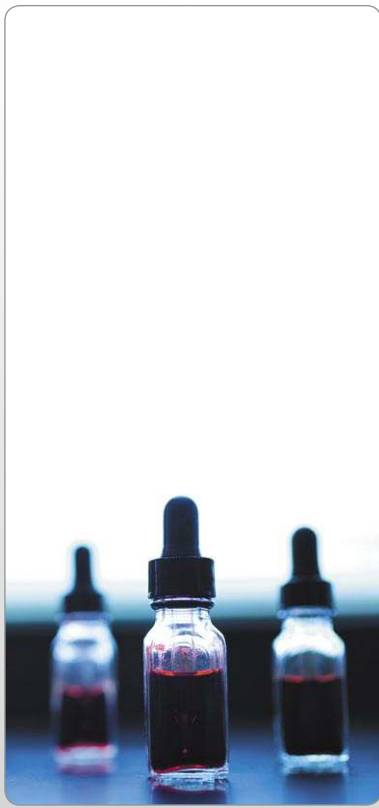
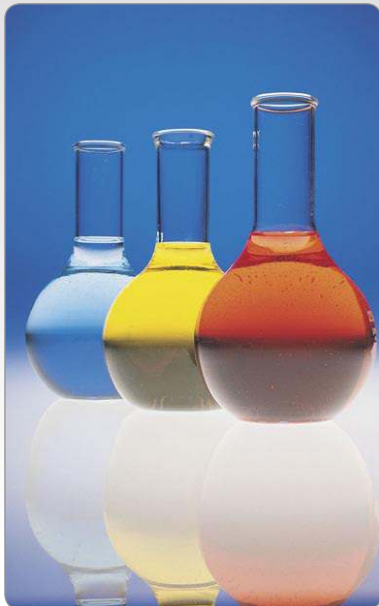
### WHY IT CONVERGENCE?

Prior to contracting IT Convergence (ITC), Colorcon had been working with another IT services provider that was not meeting the company's expectations. While reviewing IT providers, a key factor in Colorcon's decision to select IT Convergence was ITC's ability to deploy dependable bilingual resources with knowledge of necessary localizations.

### ITC CONSULTING SUPPORTS LOCALIZATION, LARGE FOOTPRINT TAILORED TO SMALLER BUSINESS

To support the specific module expertise Colorcon was looking for, ITC provided the company's Argentine division with five consultants for six months. ITC consultants collaborated with Colorcon's IT department in West Point, Pennsylvania and thoroughly documented gaps between the footprints of the corporate Oracle environment and the future Argentine environment. Although it was impossible to ask employees to stop work during the engagement, ITC consultants accommodated each staff member's schedule, coordinating between Colorcon's IT department and its Argentine division to conduct testing before the production environment went live.

IT Convergence consultants assisted with User Acceptance Testing through the development of test scripts for end-users and the creation of an application testing environment for Colorcon's use. While designing the test scripts, ITC consultants accounted for each possible business



process scenario. The ITC consultants were on-site through the production environment implementation to provide detailed application setup designs. With the help ITC's on-site consultants, the Colorcon IT team was able to ensure the successful and on time go-live. Following the go-live, end-users received two weeks of additional support and Colorcon's Argentine office successfully closed its first month of financial activity.

## **LARGE CORPORATE FOOTPRINT TO EXPAND TO OTHER LATIN AMERICAN BUSINESS OPERATIONS**

Tailoring a large Oracle footprint with the expertise of ITC consultants, Colorcon realized the time-saving benefits of formal Oracle procedures in one of the company's smallest divisions located in Argentina. Moving forward with assistance from IT Convergence, Colorcon is leveraging the reselling model that ITC developed for Argentina to tailor the company's global footprint to other Latin American locations such as Mexico and Brazil.