ORACLE | Partner

CANDELA | zensar
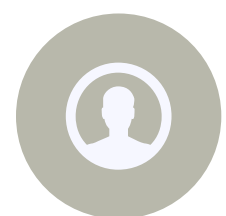
Candela Rejuvenates
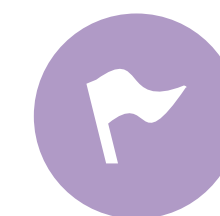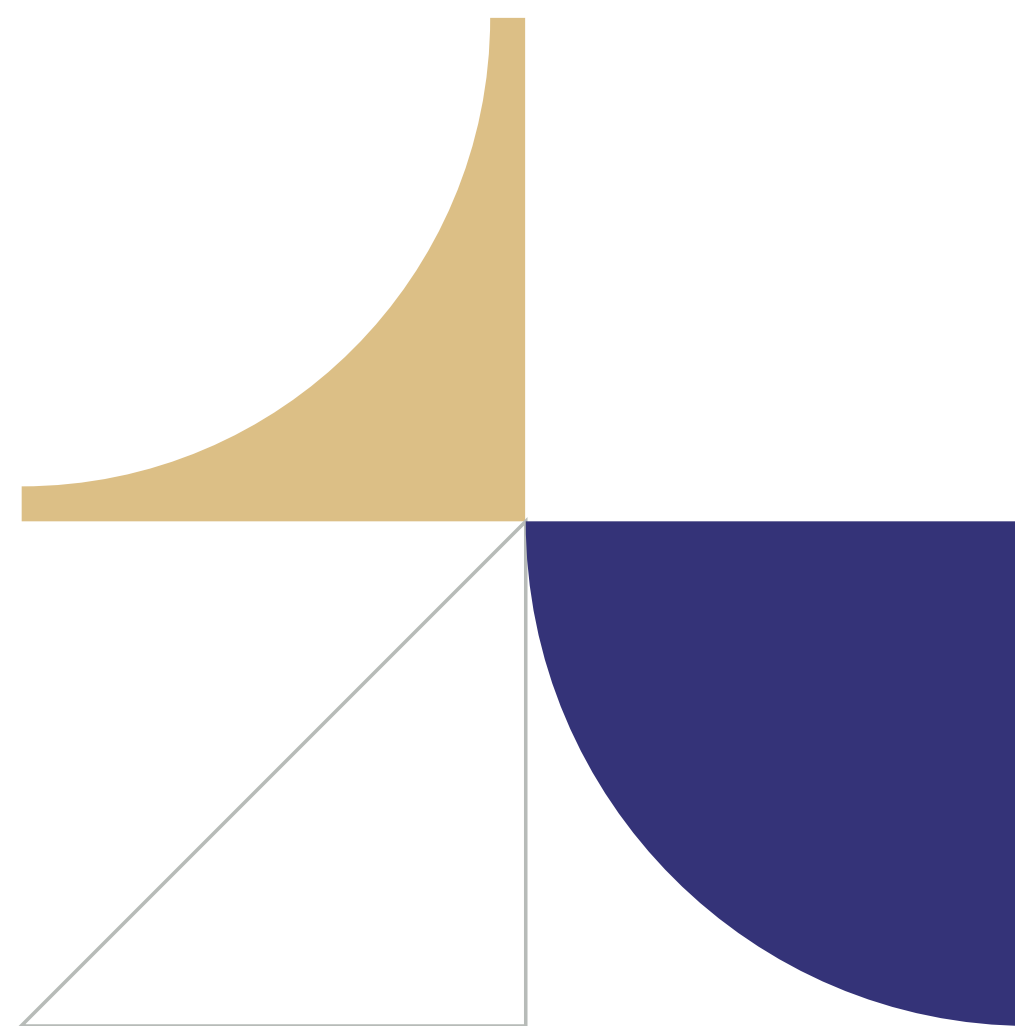Medical Aesthetics
Business on Oracle Cloud

Case Study

An RPG Company

Overview
Cloud-forward

Our client is a leading US-based medical aesthetic devices company with global operations spanning 16 countries. Its technologies and science-based innovative solutions enable doctors to provide advanced energy-based solutions for a broad range of treatments for blemishes, acne, scars, and wrinkles. The company's heavily customized legacy systems were aging, presenting support, maintenance, and operational challenges that resulted in high resource costs, inconvenient outages, and lengthy downtimes. To run efficient global operations, the company needed an always-on, robust business platform. Zensar helped overhaul its business architecture, migrating the sluggish legacy platform to a simplified Oracle SaaS Platform integrated with Oracle Cloud for more secure, cost-effective, agile, and crash-free global operations, poised to scale as the company grows.

Challenges
Aging enterprise systems

Launched in 1970, Candela is a leading US-based global medical aesthetic devices company with headquarters in Marlborough, Massachusetts. The company's technologies help doctors provide advanced energy-based solutions for a broad range of medical-aesthetic applications. From treating skin blemishes, wrinkles, and scars to hair removal, acne, and more, Candela changes people's lives with its commitment to innovative solutions based on solid science and effective outcomes. To keep its operations in 16 countries running at maximum efficiency, Candela needed a robust business platform that wouldn't go down. For years, the company depended on Oracle E-Business Suite R11i software to manage a full range of enterprise systems, including manufacturing, inventory, financials, procurement, sales orders, and more. Recently, however, these legacy, on-premises systems started showing their age. The hardware, operating systems, and apps were no longer being supported and Candela had heavily customized the platform with bolt-on apps, making it hard to find qualified people to maintain it. Not surprisingly, Candela's systems were crashing more frequently, often at inconvenient times at the end of the month and quarter. This led to downtime events that could sometimes take three or four days to recover from, with IT teams struggling to rebuild part of the application layer.

Candela's objectives were clear:

- Reduce the risk of business interruptions and recover faster from outages and failures
- Control expenses by reducing over-provisioning of IT resources and move from fixed to variable costs to reduce the total cost of ownership
- Automate business processes to redirect more IT resources toward higher-value tasks
- Leverage a highly scalable cloud solution that scales as the company grows

Solution
Simplified Oracle SaaS Platform with cloud integration

To put its business on a solid growth footing, Candela knew it needed to move from an on-premises operating environment to a more flexible and reliable cloud-based environment. Working with strategic technology partners, including Zensar, the company implemented a significant overhaul of its business architecture spanning

the geographies of North America, Canada, EMEA, and APAC (including ANZ). Starting by updating its legacy Oracle E-Business Suite software, it migrated all of its applications and middleware to Oracle Cloud, including OIC and Oracle SaaS.

The move involved simplifying Candela's entire platform, replacing its heavily customized processes and bolt-ons with industry-standard Oracle SaaS applications designed natively for the cloud. Redundant and inefficient processes were eliminated by implementing Oracle SaaS standard business processes related to Oracle HCM Cloud, Oracle Financials Cloud, Oracle Procurement Cloud, Oracle Order Management Cloud, Oracle Manufacturing Cloud, Oracle PLM Cloud, Demand Planning, and Oracle Supply Chain Planning Cloud. Additional third-party interfaces, such as Israel Tax, Coupa, EDI and Fedex bank integrations, were also implemented and supported by us. "Zensar did a fantastic job migrating all of our data," says David Maguire, Sr. Director of Global IT – Oracle ERP, Candela. "They worked round the clock to get that done for us — definitely a challenge during the pandemic."
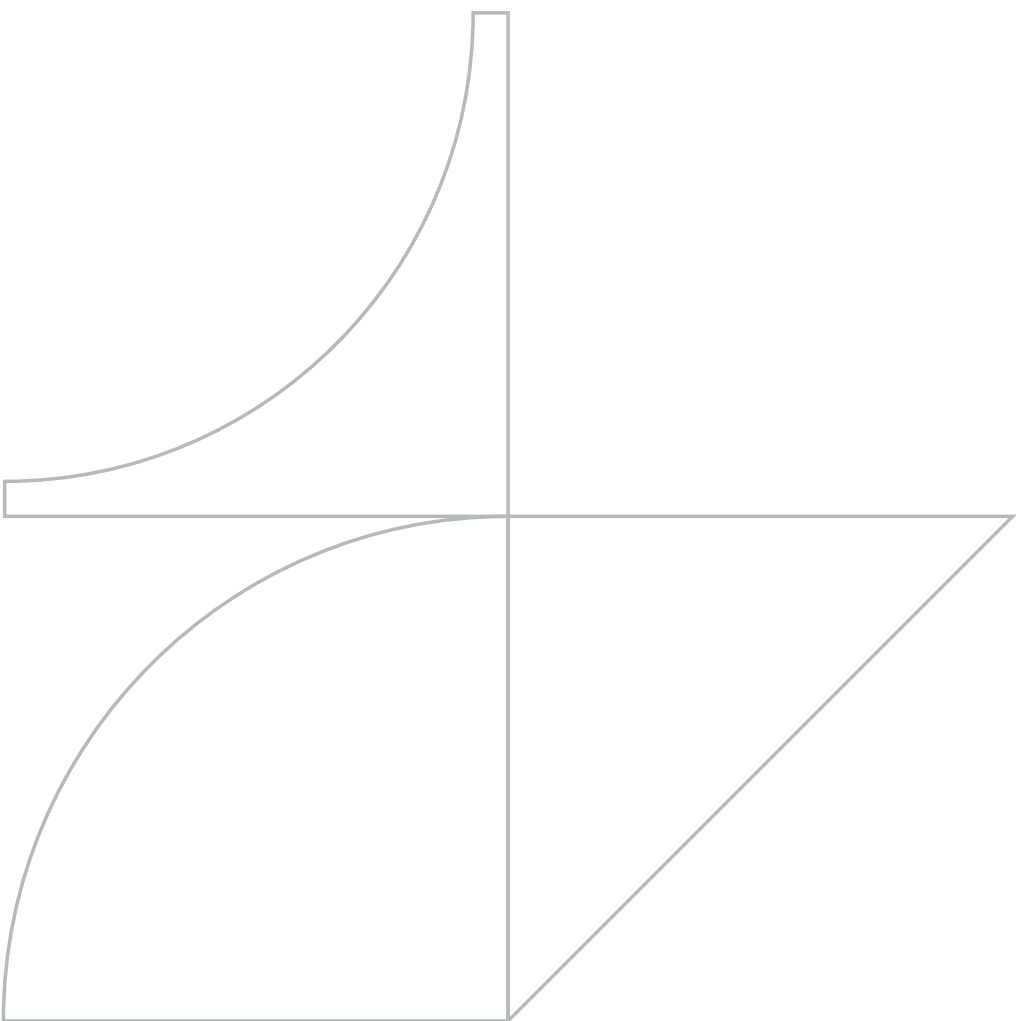
To make the new system work, Candela also needed to integrate its Salesforce and ServiceMax applications, which manage the company's sales orders and customer support operations, respectively. Oracle Integration Cloud (OIC), a middleware Oracle Cloud Platform Integration solution working in tandem with the Oracle SaaS platform, orchestrated these process integrations seamlessly, helping boost efficiency and productivity across the organization and providing faster access to data and insights.

Working with us, Candela leveraged Oracle Cloud Platform Integration to build over 50 application integrations and several B2B solutions in Oracle Cloud along with utilizing Oracle Cloud Platform Security to ensure the critical security requirements of the enterprise. Working with the Candela finance and internal auditor teams, we were able to help mitigate key SOD (Segregation of Duties) user and security review requiring modifications to the access role configurations.

This allowed the medical device company to take products to market faster and respond quicker to changes in requirements without compromising the stringent change management requirements. We have been helping Candela's business in supporting this suite of cloud applications and technologies by keeping them intact and optimizing them from time to time along with enabling new features and functionality from Oracle quarterly upgrades.

While a large number of new features and integrations were added in the past four years since implementation, the volume of support incidents has consistently reduced, which has helped Candela.

Impact
Crash-free, secure, scalable operations

Despite facing pandemic restrictions, Candela – with our help – met its tight implementation deadline. Today, Candela's cloud-based business solution serves offices in over 16 countries and works with staff and customers speaking many different languages. "We have common practices and common processes now," says Maguire. "There are a couple of things we still do differently within our regions, but the methodology is one global process moving forward." Thanks to Oracle Cloud's high availability, system downtime has become a thing of the past for Candela, and its month-end financial closes are faster and simpler – from approximately nine days down to six days. The move to the cloud also helped Candela cut costs from server hardware and facilities overheads, as well as significantly reduce support hours logged monthly by the IT team.

Security has been improved over the legacy on-premises application suite, Candela executives said – one of the benefits of Oracle's large industry investments in cloud security. Several other advancements are helping Candela stay ahead of a

fast-evolving market. Ongoing managed services with us, for example, keep its business at the forefront of industry features and innovations with quarterly patch cycles and updates, while fast resolution of issues ensures minimal disruption of services. The company also replaced its legacy tax engine with a best-in-class tax engine on several key systems to improve and standardize this key financial process and has synchronized its inventory with the field service system.

Overall, Candela's move to the cloud is making the company more agile, with elastic pay-as-you-go usage of IT resources, access to the latest business process and technology innovations, and consistent use of industry best practices. "We've moved from an outdated, non-scalable, heavily customized solution to a situation where we're running a best-of-breed, best-in-class Oracle system that just doesn't crash," said Maguire.
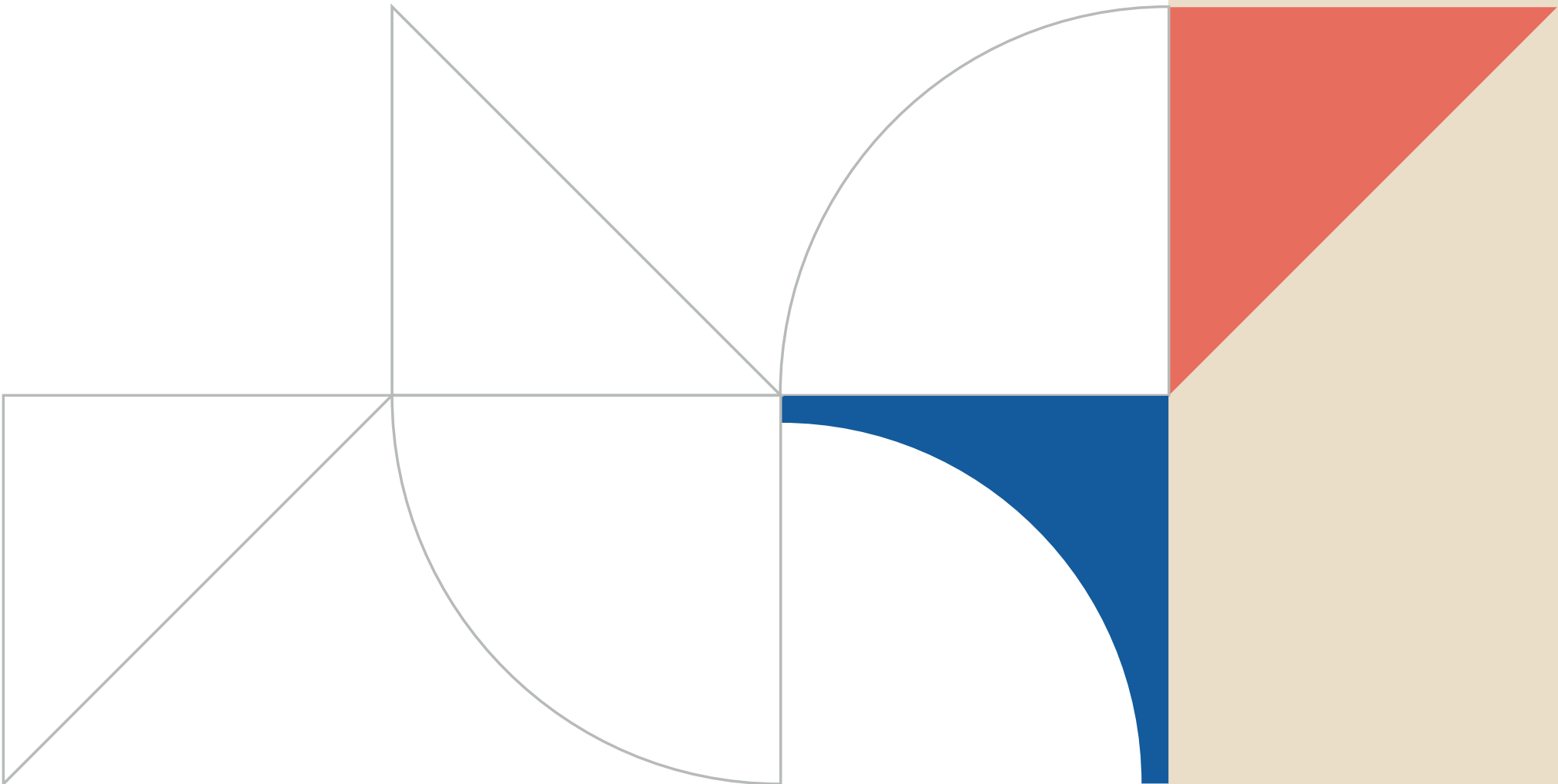
Testimonial

"If our system ever crashed during a month end or quarter end, making our customer shipping commitments would require heavy manual intervention... it could take anywhere from four hours to several days to recover from a system crash."

David Maguire
Sr. Director of Global IT –
Oracle ERP, Candela

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At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the $4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

For more information, please contact: **info@zensar.com | www.zensar.com**