ORACLE

zensar

Candela rejuvenates medical aesthetics business on Oracle Cloud

Zensar brings Oracle Cloud expertise to help global medical device company eliminate downtime and prime for business growth.

Challenges

Launched in 1970, Candela is a leading U.S.-based global medical aesthetic device company with headquarters in Marlborough, Mass. 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 needs a robust business platform that won'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-premise systems had 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 3 or 4 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-previsioning 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 our company grows

Solution

To put its business on a solid growth footing, Candela knew it needed to move from an on-premise 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, starting by updating its legacy Oracle E-Business Suite software and migrating all of its applications and middleware to Oracle Cloud.

The move involved simplifying Candela's entire platform, replacing its heavily customized processes and bolt-ons with industry-standard applications designed natively for the cloud. Redundant and inefficient processes were eliminated. "Zensar did a fantastic job migrating all of our data," says David Maguire, Sr. Director, Global IT – Oracle ERP, with Candela. "They worked around 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 solution working in tandem with the Oracle Cloud platform, orchestrated these process integrations seamlessly, helping boost efficiency and productivity across the organization and providing faster access to data and insights.

Working with Zensar, Candela leveraged Oracle OIC middleware to build over 50 application integrations in Oracle Cloud. This allowed the medical device company to take products to market faster and respond quicker to changes in requirements.

> " 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 4 hours to several days to recover from a system crash. "
>
> David Maguire,
> Sr. Director, Global IT – Oracle ERP, Candela

Result

Despite facing pandemic restrictions, Candela – with Zensar's 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 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 9 days down to 6 days.

The move to the cloud also helped Candela cut costs from server hardware and facilities overhead, as well as a significant reduction in support hours logged monthly by the IT team. Security has been improved over the legacy on-premise 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 Zensar, for example, keeps its business on the forefront of industry features and innovations with quarterly patch cycles and updates, while fast resolution of issues provides minimal disruption of services. The company also replaced our 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 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.

zensar

About Zensar
The future is being forged around data-driven hyper-personalized experiences, and Zensar brings together award-winning creativity, digital engineering, and technology acumen to bring this future to enterprises, today. Zensar conceptualizes, builds, and manages digital products that are customer-centric and future-ready for over 130 leading companies, harnessing the power of experience design, data engineering, and advanced analytics.

"
If we wanted to double our revenue over 5 years, there's no way we could have done it on our old system. Replacing our legacy non-scalable systems and moving to Oracle Cloud with the help of Zensar has set us up for success.
"

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

Zensar Technologies Ltd (Corporate Headquarters)
Plot #4, MIDC, Off Nagar Road, Zensar Knowledge Park,
Kharadi, Pune 411 014, Maharashtra, India.
Phone: 020-66074000, 020-66057500
zensar.com

Oracle
2300 Oracle Way
Austin, TX 78741
oracle.com

ORACLE | zensar

Cloud Service Expertise in
Oracle Cloud Infrastructure (OCI)
in North America

Expertise?