



Perbadanan Bekalan Air Pulau  
Pinang Sdn Bhd ("PBA")  
Penang, Malaysia

**Industry:**

Utilities - Water

**Annual Revenue:**

US\$62.0 million

**Customer Base:**

494,000 registered consumers

**Oracle Products & Services:**

Oracle Database  
Oracle Financials R12  
- Oracle General Ledger  
- Oracle Receivables  
- Oracle Payables  
- Oracle Assets  
- Oracle Cash Management  
Oracle Purchasing  
Oracle Inventory Management  
Oracle Projects Costing  
Oracle CRM – Teleservice  
Oracle CRM – Field Service  
Oracle Peoplesoft HCM  
- Oracle Peoplesoft HRMS  
- Oracle Peoplesoft Global Payroll  
- Oracle Peoplesoft Training Management  
Oracle BIEE  
Oracle BI Apps

*Penang-based PBA and its divisions invest in, construct, operates water treatment plants and distribute treated water to consumers and Industry. They also serve as consultants for new water projects.*



## Oracle E-Business Suite : Case Overview

### Overview

PBA wanted to replace its legacy systems based on COBOL and other in-house developed applications.

Issues with legacy applications:

- Difficulty in finding IT support staff in COBOL.
- Manual activities to support consolidated reporting.
- Data reconciliation and troubleshooting due to different systems.
- Lack of transactional data control and audit.
- Multiple master data

### Solution

PBA decided to implement financial management and human resources systems in 2009. The future ERP integrated systems were to be installed at the company's head office

#### *Oracle E-Business Suite R12*

- Financials
- Procurement
- Projects
- CRM
- Inventory

#### *Oracle Peoplesoft HCM*

- HRMS
- Global Payroll
- Training Management

### Approach

- New implementation based on Oracle EBS R12 and Peoplesoft HCM
- Fulltime implementation site to solution based on AIM Methodology.
- Database related services inclusive of Installation, Patching, Cloning and Pre-Production activities.
- Development of data migration scripts and uploading solution
- Development of custom Reports as per Management and operational needs
- Provisioning of Post-Support services via Helpdesk and On-site support services.

### Results

The Oracle EBS solution is providing the company with a single, integrated platform to manage its sprawling business. This has enabled PBA to streamline processes for greater efficiency, cut procurement costs, improve HR management, and simplify financial reporting. The system can also scale to support international expansion plans.