



Simplify. Automate. Control. *Achieve.*

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Imagistics International, Inc.



## Imagistics International, Inc. | Application Enhancement Manager for Forms and for Data Models

Meets Aggressive Project Deadlines with Unitask

### The Situation

In the world of enterprise office imaging and document solutions, the frequently-honored Imagistics International, Inc. stands alone in its commitment to product quality and customer service. Having won both the Buyer's Laboratory coveted "Highly Recommended" distinction and the JD Power and Associates "#1 Copier/Multifunction Product in Overall Customer Satisfaction Among Business Users" award in 2004, Imagistics understands that managing time is a critical part of its business. Time to market, time to respond to customers' needs and perhaps most importantly, meeting the timelines required to build and support an infrastructure to enable the organization to meet its objectives.

### The Challenge

Imagistics was founded as a spin-off from Pitney-Bowes in 2001. As part of the newly-formed organization, Terry Pratt, director of technical planning, faced an unusual and, some would say impossible, challenge. "Our direction was clear. We had selected the Oracle E-Business Suite as the application upon which to run the new business. Our challenge was to replace 100 percent of the business systems in the new organization and we had two years to do it." Continued Pratt, "We knew we had to extend the Oracle E-Business Suite to meet our unique needs. We also knew the tools provided by Oracle were going to meet neither our functional needs nor timeframes. Our focus was time, time, time. We needed a solution to extend the Oracle E-Business Suite quickly and reliably."

### The Solution

To address the ever-more urgent development needs, Imagistics looked to Unitask. As it turned out, the decision to purchase Application Enhancement Manager for Forms and for Data Models was straightforward. "We had a firm set of requirements relating to our ability to extend forms and data models quickly," said Pratt. "Unitask Application Enhancement Manager for Forms and for Data Models met those needs very effectively." Imagistics' key requirements were:

- The ability for multiple developers to create extensions simultaneously enabling Imagistics to meet its aggressive timeframes
- A method to segregate code for troubleshooting and testing
- A feature enabling users to catalog and search for code changes
- The capability to know which events were being generated by specific Oracle Forms — a function critical for being able to quickly identify which Forms could be extended to meet user requirements



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After a brief demo by Unitask, the two companies proceeded to a proof of concept (POC). A Unitask engineer was assigned to help Pratt and his team install the products in the Imagistics environment and conduct the POC. “We felt that if the Unitask products could manage five or six configurations in our environment reliably within 30 days, we knew we had a winner. They did.”

### The Transition

Rolling out Application Enhancement Manager for Forms and for Data Models throughout the development organization was equally straightforward. First, Imagistics created its own internal training materials based on the Unitask-provided information. Then, Imagistics implemented a “train the trainer” program. Next, the organization rolled out the two products to the development organization focused on the CRP instance. Based on that success, Application Enhancement Manager for Forms and for Data Models became standard tools in lock-step with the Oracle E-Business Suite implementation.

### The Results

Using Application Enhancement Manager for Forms and for Data Models, Imagistics was able to meet the aggressive rollout date for the Oracle E-Business Suite. In addition, according to Pratt, “These two products are still used all over the place. We use Application Enhancement Manager to extend the Oracle E-Business Suite in ways that it cannot be extended natively. For example we use Application Enhancement Manager for Forms and, for Data Models to:

- Restrict access to territory setups
- Prevent accidental deletion of critical configurations
- Implement custom warehouse sourcing
- Circumvent Oracle processing in conflict with internal requirements
- Provide call center agents with screen popups alerting them to specific customer requirements

Wherever we find that upstream data entry issues are causing problems completing critical transactions, we look to Application Enhancement Manager to enforce critical data edits either missing from the Oracle E-Business Suite or specific to our business requirements.” Pratt went on to say about his experience with Unitask Application Enhancement Manager for Forms and for Data Models, “The products perform well. The best testimonial I can give is that there are very few vendors that never hear from me. Unitask is one of them.”