

## CASE STUDY: VERISIGN - ITALENT ACCELERATES ORACLE IMPLEMENTATION

**CLIENT:** VeriSign

**INDUSTRY:** High-Tech

**GEOGRAPHY:** Global

**CHALLENGE:** Implementing  
Oracle to streamline complex  
quote-to-cash process

**RESULTS:**

- iTalent succeeded where another system integrator didn't
- Completed implementation in nine months
- VeriSign hired iTalent to manage additional projects
- Oracle drew on iTalent's Oracle expertise

### THE BACKGROUND

VeriSign operates digital infrastructure for voice and data networks, processing as many as 31 billion Internet interactions and supporting more than 100 million phone calls every day. In addition to powering the delivery of mobile content to personal computers, mobile phones and television sets, the company helps organizations provide emerging services such as mobile banking, voice over Internet Protocol (VoIP) and video over broadband. Its layered security solutions protect consumers, brands, Web sites and networks. More than 750,000 Web servers carry a VeriSign digital certificate.

The company has offices throughout the Asia-Pacific region, Europe, Latin America and North America.

### THE SITUATION

Through acquisitions and partnerships, VeriSign was extending its reach into multiple areas of telecommunications services. Each venture, however, brought a new set of challenges for order and billing processing. VeriSign was confident that the Oracle E-Business platform could accommodate its requirements, although the vertical solution was yet to be employed extensively and as robustly as required by VeriSign.

“Our quote-to-cash processes were becoming more and more complex, so we needed a solution that could process enormous amounts of technical and business data—quickly and accurately,” said Doreen Kostel, director of program management for the business transformation team at VeriSign’s global customer support group. “We believed that Oracle could do the job, but getting it deployed was turning into a major headache.”

### THE CHALLENGE

VeriSign engaged a system integrator for the implementation, but the project was not moving at the pace required by the business or IT. “The integrator had a lot of people on the project who knew Oracle very well, but they didn’t seem to understand our business,” Kostel said. “It became clear that what they were recommending would not solve the complex issues we were facing.”

Concerned about the results, Kostel brought in a senior Oracle solutions architect from iTalent to bridge the business and technology gap.

The verdict? “The integrator hadn’t taken the time to understand VeriSign’s business,” the solution architect said. “They were attempting to apply standard Oracle processes to a much more complex business process.”

→ **FROM SINGLE CONSULTANT TO  
OVERALL PROJECT DELIVERY: ITALENT  
STEPS UP TO THE PLATE FOR VERISIGN**



## CASE STUDY: VERISIGN



*iTalent took the time to understand our business model and requirements where another integrator had failed. They simply brought the right talent, methodologies and work product to the table and delivered on a critical Oracle project. We are truly glad to have iTalent on our team.*

**Christopher Bedi, Oracle IT Director,  
VeriSign Inc.**

### CONTACT US

**iTalent Corporation**  
5201 Great America Parkway, Suite 519  
Santa Clara, CA 95054  
408/496-6200  
[www.italentcorp.com](http://www.italentcorp.com)



### TAKING A DIFFERENT PATH

Kostel asked iTalent to deliver an alternate architecture and design of the solution, and iTalent quickly assembled a team of Oracle veterans. By demonstrating a level of expertise not evident previously, and more importantly, delivering immediate results, iTalent was soon given responsibility for the entire project implementation.

Moreover, what impressed Kostel about iTalent was that during the transition of system integrators and ongoing acquisitions and organizational changes, iTalent kept the project on track despite the shifting environment.

“When I saw the collaboration between Oracle and the iTalent team as equal partners and the respect level shown to the iTalent team by Oracle, I knew it was time to give the whole project to iTalent,” Kostel said.

### NINE MONTHS TO IMPLEMENTATION

iTalent brought in additional Oracle specialists, and nine months later the implementation was complete. “The bottom line is that if you don’t understand the technology and the business, you can waste a lot of time and money on a solution that’s not going to solve anything. iTalent was able to quickly staff up with business process and systems specialists to help make our project a success.” said Chris Bedi, Oracle IT Director at VeriSign.

### A HAPPY CLIENT

“We had our challenges, but we finally found the right vendor,” Kostel said. “The other system integrator did not invest the time to understand our business, but iTalent did just the opposite. It quickly identified our pain points and got the train on the express tracks, becoming part of our team along the way. And the iTalent consultants needed zero handholding, which was essential, because the organization was very dynamic. Not many vendors would have been able to keep going with so many moving parts.”

It all started with a single consultant. Now *that’s* real talent.

### ABOUT ITALENT

iTalent is proud to have some of the most highly regarded companies in high-technology as clients, including VeriSign. We are technologists ourselves and have experienced the pain of staffing projects with high-quality IT talent, so it is through our ability to truly understand each client’s needs that we are able to deploy the right people, process and technologies to overcome daunting initiatives and achieve specific business objectives.

The iTalent team has more than 75 years of combined experience leading and staffing large-scale IT projects for many Fortune 500 companies, with particular strength in the high-tech vertical. iTalent is focused on delivering services that will maximize the value of your human and technology investment.