

Overview	- Finance Systems Support – provide support and maintenance and assist in the roll-out of ERP system (Oracle EBS R12) and expense, travel and vendor invoice spending system (SAP Concur) including issuing and managing tickets for technical issues which cannot be resolved internally.
Start Date	- September 26, 2022
Scope	- Hiring
Challenges	- Needed Finance System support to attend and manage all issues raised related to Oracle EBS R12 and expenses, SAP concur.
Solution	- transcosmos was able to provide this type of profile, it is a combination of Finance and Accounting and system help desk. System supported mostly are ERP system.
Impact	<ul style="list-style-type: none"> - Immediate resolution of both system and process issues. - Quick resolution of both backend technical support and financial transactions in ERP system. - Delivery of help desk support services. - Support any ad hoc activities.



Timeliness and Accuracy of ticket closing

