



## JCPenney

**Partners Consulting helps major retailer overcome performance barriers by delivering Peak Performance project for Oracle E-Business**

### Overview

Partners Consulting Services, Inc., an Oracle Certified Partner, has successfully completed a Peak Performance project for Oracle E-Business Suite at JCPenney, a leading retailer based in Plano, TX. By overcoming key performance challenges that impacted JCPenney's Workforce Management Initiative and its deployment of Oracle EBS AP module and Oracle Incentive Compensation (OIC), Partners Consulting helped its client maximize the potential of its Oracle applications.

### Problem

JCPenney encountered severe growing pains with their Accounts Payable system, having reached maximum capacity with only one third of their vendors loaded into the system for payments. They projected that if they loaded the remainder of their AP vendors, that they could not meet their daily service levels for all their AP processes. They had to stop running the PO accrual rebuild reconciliation process which was running 30+ hours. If it could not run, JCPenney was facing a material SOX violation.

Similar issues were encountered with the installation of Oracle Incentive Compensation, which defined sales commission payments for all commissioned employees. As the number of stores loaded into the system grew they were unable to meet their payroll processing windows, which was an absolute must.

### Solution

Partners Consulting Peak Performance offering provides proven techniques and solutions for optimizing Application performance for EBS installations with very large databases and high user volumes. The techniques included in the Peak Performance Project were developed based on extensive performance tuning experience with Oracle EBS Financials installations with very large databases and large, international user bases. Utilizing a combination of code optimization and advanced indexing techniques, Partners Consulting greatly increased the capacity and performance of the existing systems. The techniques employed allowed all processes to complete within the required time frames for all vendors and stores without the need for additional hardware capacity, saving thousands of dollars for JCPenney in both current and future costs.

