

# Robust System for a Growing Company



## Company Background:

InfoNXX is a global provider of enhanced directory assistance solutions to customers in the US, UK, and the Philippines. InfoNXX provides wireless and landline carriers, corporations, and educational institutions throughout North America with innovative customer-focused solutions, flexible service transport options, and industry-leading products.

Founded in 1991 and based in Bethlehem, PA, InfoNXX has experienced incredible growth and has approximately 3,600 employees, serves 65 customers, and receives over 1 million calls per day in the US alone. Their customer service representatives and support personnel manage over 210 million listings at 10 locations around the globe. Additionally, InfoNXX handles 500 million directory assistance calls each year.

## Challenges:

InfoNXX needed a robust system to handle new demands placed by the company's tremendous and continual growth. They looked to Oracle and BizTech to provide the solution.

With the Oracle e-Business Suite replacing their existing financials systems and BizTech implementing the change they were able to achieve their original project goal of improved and more efficient financial reporting.

Over four months, BizTech completed phase one of the process, which included implementing four modules (GL, AP, AR and CA) for three countries. InfoNXX also required the ability to maintain and report accounting records at transaction level in more than one functional currency. BizTech implemented Multiple Reporting Currency (MRC) functionality giving InfoNXX the ability to have full trial balances in Pesos and USD and to have the ability to retrieve USD at any point in time for PHI.

## IT Solutions Utilized:

Oracle: Accounts Payable/Accounts Receivable, Cash Management, Fixed Assets, General Ledger, Human Resources, iProcurement, Purchasing

## Practice Areas:

Finance  
Human Capital Management (HRMS)

