Encore

Encore, the global leader in event technology and production services, creates memorable experiences that transform organizations. Operating in over 20 countries, Encore's team of innovators and experts deliver exceptional results through advanced technology, creative strategy, and comprehensive staging solutions for hybrid, virtual, and in-person events. With a vast network of industry experts and 2,200+ in-house venue locations, Encore ensures consistent service excellence regardless of the event location, producing 350,000 events annually.

Project Scope

Encore undertook a strategic initiative to enhance its financial and operational reporting capabilities by implementing Oracle Fusion for Cloud ERP, recognizing it as the optimal solution for Financial Reporting. Central to this project was the integration of Orbit GLSense, replacing the existing GL Wand for Oracle reporting due to its shortcomings. This transition aimed to explore and leverage GLSense's feature functions for operational reporting, including the introduction of Orbit's Excel Reporting tool - XLEdge.

The Challenge

Encore faced significant challenges with its previous reporting tool, GL Wand, when Encore moved to Oracle Fusion Cloud ERP as part of modernization, which created a layer of detachment and inefficiency in its financial reporting processes. The reliance on GL Wand resulted in disconnection from Oracle Cloud ERP reporting, impeding real-time data access and operational agility. Additionally, the existing tool's functionality did not meet the evolving needs of Encore's financial reporting requirements.

The Solution

Implemented in March 2024, GLSense revolutionized Encore's financial reporting landscape. The tool provided seamless connectivity with Oracle Cloud ERP reporting, effectively bridging the gaps created by the previous system. Key features, ease of use, and rapid response times significantly enhanced user experience and operational efficiency.

Key Features
- **Balance to General and Balance to Sub Ledger Drilldowns:** Provided detailed insights and transparency into financial data.
- **Orbit's Blaze Functionality:** Enabled sub-second or millisecond query responses, drastically improving data retrieval speeds.

- **Ease of Use:** Simplified login and connectivity processes, making the transition smooth for users.
- **Support Portal:** User-friendly platform with quick response times from the Orbit Support Team.
- **Rapid Implementation:** Prompt addition of direct subledger drill down features, addressing user needs swiftly.

User Experience

The new functionalities and responsiveness of Orbit GLSense significantly improved Encore's ability to access and utilize detailed financial information efficiently. Users reported a marked increase in operational efficiency and satisfaction with the tool.

Result

The implementation of Orbit GLSense transformed Encore's financial reporting processes. Users experienced enhanced connectivity and efficiency, moving from a state of detachment to full integration with Oracle reporting. The improved functionality and rapid reporting capabilities empowered Encore to achieve greater accuracy and agility.

Key Outcomes
- Enhanced Connectivity: Full integration with Oracle reporting and financial systems across three ledgers (US, Canada, Mexico).
- Improved Efficiency: Faster drill-downs and near real-time data access.
- Greater Accuracy: Reliable and precise financial data for better decision-making.
- Operational Agility: Quick response times and robust features for dynamic business needs.

The deployment of GLSense not only met Encore's reporting requirements but also positioned the company for continued growth and operational excellence in the event technology and production services industry.

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