



CASE STUDY

Empowering autonomy through continuous improvement and expert support

CUSTOMER

Climate Pros

INDUSTRY

Professional Services

LOCATION

Chicago, Illinois, USA

CUSTOMER PROFILE

Founded in 2006, Climate Pros designs, builds and services refrigeration units across the United States. They serve over 1,300 customers across over 10,000 sites for the retail, warehousing, convenience store and biomedical sectors.

BUSINESS NEED

Between June 2023 and early 2024, Inoapps rolled out Oracle Enterprise Resource Planning (ERP) and Oracle Enterprise Performance Management (EPM) for Climate Pros, utilizing the Inoapps Evolve rapid implementation approach.

With Inoapps Evolve, core capabilities are deployed first to provide a solid foundation that can be built on over time. Focus is placed on knowledge transfer to empower customers to take full ownership of their environments, and the solution is then grown as business needs arise. Continuous improvement is key to the approach, and Climate Pros needed a Managed Service partner they could rely on to take them into the future.

SOLUTION

Inoapps Managed Services provides core support for the solutions that have been implemented, along with managing Oracle updates for the business.

Alongside this, enhancements are delivered in line with business needs. This is accompanied by a continual process of upskilling, so that the Climate Pros team can achieve increasing autonomy as time goes by.

"We opted to do our own testing and rely on Inoapps to help us resolve issues when they arise. Inoapps always deals with issues promptly and follows up with knowledge sharing to help us build our skills and become increasingly self-sufficient."

Kathleen Gollings

Director of Accounting, Climate Pros

Inoapps also provides continual knowledge transfer, keeping Climate Pros informed with monthly insights into the latest Oracle enhancements.

MANAGED SERVICES PROVIDED

Support

- ▶ Oracle Cloud ERP
- ▶ Oracle Integration Cloud
- ▶ Oracle Cloud EPM (Planning and Budgeting)

Maintenance

- ▶ Quarterly Oracle Cloud ERP updates
- ▶ Monthly Oracle Cloud EPM updates
- ▶ Resolution of any issues that surface after Climate Pros perform internal testing, including logging issues with Oracle and ensuring they are addressed

Continuous improvement activity examples

- ▶ Automated Workforce Planning implementation in Oracle Cloud EPM
- ▶ Integrating ERP financial transactions to EPM (U.S. and Canada)
- ▶ Implementation of Canada GST/HST Tax Reporting in ERP, a complex tax reporting requirement
- ▶ Process design for exporting Cloud ERP data for Canada and loading it into Cloud EPM (Planning and Budgeting)

"Due to the nature of our business, our Workforce Planning functionality is highly customized. Following implementation of the module, Inoapps really pulled out all the stops when we ran into issues with variations in our HR File and the need for updates to the rules and process."

Jacob Clark

Senior Director FP&A, Climate Pros

WHY INOAPPS?

With the relationships of trust that had been built across all areas of the Climate Pros business during the initial implementation, Inoapps was the natural choice to assist with their program of continuous enhancements.

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