

Oracle E-Business Suite R12.1.3 Upgrade

Client

- Education, Software
- Location: McHenry, IL

Scope

- Oracle E-Business Suite upgrade 11.5.10.2 to R12.1.3
- New module implementation

Challenges

- Issues within existing customer structure
- Issues resulting from data structure changes

Project Overview

Already running Oracle E-Business Suite 11.5.10.2., this industry-leading provider of educational and learning software elected to upgrade Financials, PO, and OM to 12.1.3. They subsequently concluded to implement the 12.1.3 version of Sales Online, Marketing Online, Customer Care, Field Service, Service Contract and Configurator.

The client's customer model required re-organization with TCA due to pervasive issues with the existing customer structure. Additionally, Order Management needed to be re-configured due to data structure changes. These challenges would be addressed by upgrading to R12.1.3 and implementing the latest CRM modules.

Solution

The ennVee team successfully implemented Oracle HR/Payroll, Time Management, Projects, and Financials modules. Oracle Time Management was significantly customized to accommodate the client's business requirements, while data from the previous EBS version was converted to Release 11i.

We re-evaluated and converted all reports to Oracle Reports, and subsequently tuned all poor-performing reports. Finally, we re-implemented Oracle Applications and converted the data from a Multi-Set of Books environment to a Multi-Reporting Currency (MRC).

Business Benefits

The customer obtained a powerful ERP application to handle most of their complex business requirements. We completed the integration of Marketing, Sales, Service and Back Office divisions successfully, and developed a comprehensive reporting system comprised of Oracle Reports, Discoverer, and FSG's.

ennVee's solution improved the reliability and stability of the customer's Oracle Applications environment, affording substantial performance improvements via bolt-on custom applications and an Oracle-supported hardware environment.

Finally, the implemented environment was easier to maintain, since a Multi-Set of Books environment requires managing multiple instances, versus managing a single instance for a Multi-Org environment.



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