

Case Study

Upgrading from Oracle E-Business Suite 11i to R12.1.3

Overview

The client provides educational products, print and digital content, and technology services to colleges, libraries, and schools in the United States and Canada. They use Oracle E-Business Suite as their back-office ERP system to support various Lines of Business including sales, marketing, customer service, order management, etc.

Solution Approach

The client's customer model required re-organization with TCA due to pervasive issues with their existing customer structure, and issues stemming from changes to the overall data structure. Additionally, the Order Management module 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.

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

We re-evaluated and converted all reports to Oracle Reports, and tuned all poor-performing reports. After, we re-implemented Oracle Applications and converted the data from a Multi-Set of Books environment to Multi-Reporting Currency (MRC). Finally, we successfully integrated Marketing, Sales, Service, and Back Office divisions, developing a comprehensive reporting system comprised of Oracle Reports, Discoverer, and FSG's.

Client Snap Shot

- Educational products, print and digital content, and technology services
- Location: Chicago, IL

Project Scope

- Oracle EBS Technical Upgrade (11i to R12.1.3) (Financials, Purchasing (PO), and Order Management (OM))
- Implement Sales Online, Marketing Online, Customer Care, Field Service, Service Contracts, and Configurator.

Outcome & Business Benefits

The client obtained a powerful ERP application to handle their complex business requirements. ennVee's solution improved the reliability and stability of the client's Oracle Applications environment, affording substantial performance improvements via bolt-on custom applications and an Oracle-supported hardware environment.

Finally, the implemented environment was significantly easier to maintain, since it only required managing one instance for a Multi-Org environment, rather than managing multiple instances for a Multi-Set of Books environment.