

Case Study

Upgrading from Oracle E-Business Suite 11.5.10.2 to R12.1.3

Client

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

Scope

- Oracle E-Business Suite technical upgrade (11.5.10.2 to R12.1.3)
- Subsequent new module implementation: Sales Online, Marketing Online, Customer Care, Field Service, Service Contract, Oracle Configurator

Project 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 Enterprise Resource Planning (ERP) system to support various Lines of Business including sales, marketing, customer service, order management, etc.

They were running on an older release, 11.5.10.2, and wanted to upgrade the Financials, Purchase Order (PO), and Order Management (OM) modules to R12.1.3. After, they were to implement new modules that include Sales Online, Marketing Online, Customer Care, Field Service, Service Contract and Oracle Configurator (R12.1.3).

Challenges

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.

Solution

ennVee successfully implemented the Oracle HR/Payroll, Time Management, Projects, and Financials modules. The Oracle Time Management module was customized significantly to accommodate the client's business requirements, while data from the previous EBS version was converted to 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 Multi-Reporting Currency (MRC). Afterwards, we successfully integrated Marketing, Sales, Service, and Back Office divisions, and developed a comprehensive reporting system comprised of Oracle Reports, Discoverer, and FSG's.

Business Benefits

The customer obtained a powerful ERP application to handle most of their complex business requirements. 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 substantially easier to maintain because they would only need to manage one instance for a Multi-Org environment (as opposed to managing multiple instances for a Multi-Set of Books environment)