

CASE STUDY

Upgrading from Oracle E-Business Suite 11.5.10 to R12.1.3

OVERVIEW

The client was in the process of obtaining new corporate financing from an outside venture capital group. After evaluating the customer's Oracle E-Business Suite (EBS) system, its overall health was flagged as a major concern. As a pre-requisite to acquire funding, the customer needed to upgrade its unsupported Oracle EBS 11.5.10 to the support version R12.1.3.

As a longstanding partner for Oracle EBS and DBA support, ennVee understood the client's specific ERP needs, business constraints, and timeline. ennVee was to lead the hardware and application upgrade, while also facilitating the deployment of the Oracle EBS tools release. Our goal was to deliver a seamless upgrade and one that would support new business-critical requirements i.e. business growth and multiple acquisitions across EMEA and APAC regions.

Solution Approach

The customer's existing environment was unsuitable to support business continuity due to a lack of documentation, running on unsupported hardware and Operating System, and an unsupported version of Oracle Applications with more than 40 integrations to various home-grown Applications.

ennVee lead a global team to complete the hardware migration, Oracle applications upgrade, and integrate the application within the time frame set by the board due to M&A.

Due to the time-sensitive nature of the project, the business could not afford any delays to the hardware and application upgrade, which required ennVee to execute simultaneously the requisite tools upgrade and infrastructure project.

Business Benefits

We successfully complete the upgrade project within the customer's stringent time line.

Business benefits include the following:

- **Increased Stability:** The crucial hardware upgrade eliminated any risk of system failure.
- **Compliance:** Improved compliance with business continuity, and supported hardware and software versions, while eliminating risk associated with non-compliance.
- **M&A:** Enabled flawless integration of the new company and its employees into a single global system.
- **Improved Functionalities:** Business users can utilize the latest Oracle features to excel in their daily business process.
- **Productivity Gains:** Improved productivity for sourcing, procurement, and WMS, as well as consolidated global reporting into a more business-intelligent solution. Forms and functionality improvements also reduced processing and administrative time, and system maintenance is less of a drain on IT resources.
- **Scalability:** The upgraded platform can support future technology projects.

CUSTOMER SNAP SHOT

- Global Events Technology Provider
- Location: Chicago, IL
- \$850M Annual Revenue
- 8,200 Employees

SCOPE

- Upgrade Oracle E-Business Suite 11.5.10 to R12.1.3
- Oracle Database upgrade (11g)
- Sun Solaris upgrade

CHALLENGES

- Short upgrade timeline - 3 months from start to finish
- Loss of business continuity

For more success stories, visit: www.ennvee.com/case-studies

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ennVee is a global professional services firm that provides Oracle application management, business, and technology consulting services to help our customers accelerate project completion, reduce disruption, get it right the first time, and lower the cost to deliver tomorrow's solutions today.

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