

Case Study

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

Client

- 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

Project Overview

The client was in the process of obtaining new corporate financing from an outside venture capital group. The state of their Oracle EBS system was flagged as a major concern to the investor group. They were running on an unsupported version of Oracle EBS (11.5.10). As a prerequisite to acquire funding, they needed to upgrade to a supported version of Oracle EBS.

As a longstanding partner for Oracle EBS and DBA support, we understood the client's specific ERP needs, business constraints, and timeline. Having selected ennVee to lead the hardware and application upgrade, it was sensible that ennVee would also facilitate the deployment of the Oracle EBS tools release to ensure a seamless upgrade.

Solution

Our goal was to ensure that the Oracle ERP would support new business-critical requirements related to business growth and multiple acquisitions across EMEA and APAC regions.

Business continuity was unsuitable to even support the current business due to one being unsupported hardware, OS and unsupported Oracle application with 40+ Integrations to different home grown applications and with no documentation. The challenge was to migrate the hardware, upgrade the application, and integrate the application within the timeframe set by board due to M&A. The hardware and application upgrade could not be delayed, and so the challenge was to execute the requisite tools upgrade and infrastructure project simultaneously.

Business Benefits

- **Greater Stability:** The crucial hardware upgrade eliminated any risk of system failure.
- **Enabled better compliance:** with business continuity, 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:** The upgrade 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 customer now has a platform that can support future technology projects.