

WHITE PAPER

Leading Pet Products Retailer Automatically Upgrades from Oracle EBS R12.1.3 to R12.2.5

OVERVIEW

Technology is the cornerstone for providing a seamless customer experience. A global retailer of pet training products and equipment sought to transform its existing technology backbone by upgrading to Oracle E-Business Suite R12.2.5.

The customer owns many large brands of pet training equipment in the US and operates across 52 countries. IT plays a highly-strategic role in their ability to create a customer-centric environment. They were running Oracle E-Business Suite (EBS) R12.1.3 and needed to upgrade to R12.2.5. ennVee was brought in to manage the project and faced tight constraints. First, the upgrade needed to be completed in a matter of months, which posed a challenge due to the amount of customization in the current EBS version (12.1.3). Second, the allocated budget for the upgrade had already been exceeded due to a prior unsuccessful attempt to upgrade by a previous vendor.

Solution Approach

We began by determining the best method for upgrading the client's highly-customized E-Business Suite environment. After analyzing their requirement to complete a technical upgrade as well as to enable new functionalities, we identified all impacted custom objects. The foundation of our approach was based on the technical upgrade, new functionalities required, and functional testing. We also proposed and agreed to undergo three upgrade cycles (CRP, SIT, and UAT) prior to going live in the Production instance.

During the assessment phase, we utilized ennABLE to extract the custom object details from the source instance (R12.1.3) and parse through each code to identify the changes in the 12.2.5 version.

The assessment output highlighted every change involved in each of the identified custom objects, and segregated the custom objects into three categories: RICEFW, Database, and Setups. After completing the assessment, 5,539 impacted custom objects were identified that required remediation.

Category	Objects
Database	2,510
Setups	937
RICEFW	2,092
Total Custom Objects	5,539

CUSTOMER SNAP SHOT

- Multi-channel retailer of Pet Management Products and Solutions
- Location: USA
- 501-1000 employees
- \$100-\$500 million (USD) annual revenue

SCOPE

- Upgrade Oracle E-Business Suite from R12.1.3 to R12.2.5

PROJECT TOPOLOGY

- Oracle E-Business Suite R12.1.3, 12.2.5
- ennABLE Accelerator
- Oracle Forms and Reports 10g
- Putty
- Microsoft Office

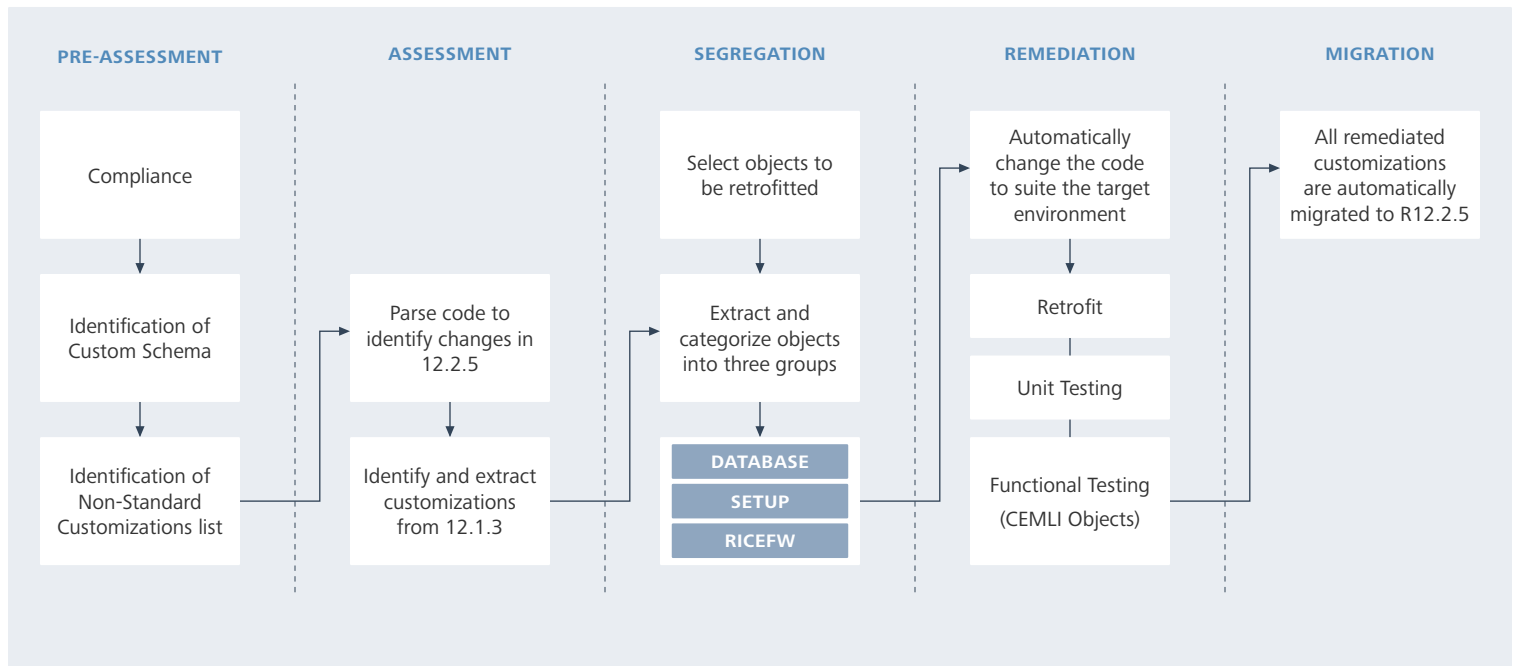


Figure 1. R12.2.3 to R12.2.5 Upgrade Automation Process

Solution Approach (continued)

ennABLE also generated details for the remediation complexity and estimated amount of effort required to make changes to each custom object. This was notably conducive in planning the overall upgrade timeline and required effort.

After assessment and segregation, we used ennABLE to automatically remediate all 5,539 objects to suit the target R12.2.5 environment. All remediated code was automatically placed in the directory path, which was provided by the client's IT team, and defined as either a DB directory or UTL file path as the database should access it.

A mass migration script was placed in the directory path along with a MD.120 for all of the remediated custom objects. After migration we provided the client a summary dashboard which highlighted the total number of remediated and migrated objects, etc. This helped reduce the amount of time and effort required to validate their customizations. We conducted the first Conference Room Pilot (CRP) to demonstrate the new functionality, and also included the remediated objects from the second CRP onwards. This enabled our team to test and validate the end-to-end functionality in the new instance. Automating the custom object remediation process significantly reduced the overall time required to upgrade, and amount of re-work during the SIT phase.

Project Outcome

- Reduced overall time and effort required to upgrade by 30%.
- 20% reduction in cutover time for technical components.
- Substantially reduced re-work by automating the custom object migration process.
- Significantly lowered cost and requirements for technical project resources for both the client and ennVee project teams.
- More time available to test and re-test the upgraded solution.

About ennVee

ennVee is a global professional services firm that provides Oracle application management, business, and technology consulting services. Through automation-based application delivery, we help businesses 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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