

Oracle E-Business Suite R12.2.5 Upgrade



Client

- Industry: Retail - Pet Management Products and Solutions
- Location: Tennessee
- 501-1000 employees
- \$100-\$500 million (USD) annual revenue

Project

- Oracle E-Business Suite Upgrade

Topology

- Oracle E-Business Suite R12.1.3, 12.2.5
- ennVee ENNABLE Accelerator
- Oracle Forms and Reports 10g
- Putty
- MS Office

Project Overview

The client owns many large brands of pet training equipment in the US and operates across 52 countries with an objective to create the most pet-friendly planet possible. IT plays a highly strategic role in their ability to create a customer-centric environment. They use a pre-12.2.x version of Oracle E-Business Suite (EBS) to run their operations and were keen to upgrade to the current version (12.2.5). ennVee was selected to complete the Oracle EBS R12.1.3 to R12.2.5 upgrade, while adhering to mutually agreed upon quality levels, time lines, and cost.

Solution Approach

We utilized a unique approach to upgrade the voluminous number of customizations using our proprietary ENNABLE upgrade accelerator. Having analyzed their requirement for a technical upgrade and to enable new functionalities, we began identifying custom objects that would be impacted by an upgrade. This, along with the other major activities being the technical upgrade and functional testing, formed the foundation of our upgrade approach. We proposed and received an agreement with the client to undergo three upgrade cycles, CRP, SIT and UAT, prior to going live in the Production instance.

During the assessment phase, we leveraged our upgrade accelerator to extract the custom object details from the source instance (12.1.3) and parse through each code to identify the changes in the 12.2.5 version. We were also able to highlight all the changes involved in each of the identified custom objects. Based on this identification, our tool segregated the custom objects into three major categories: RICEFW, Database Objects, and Setups.

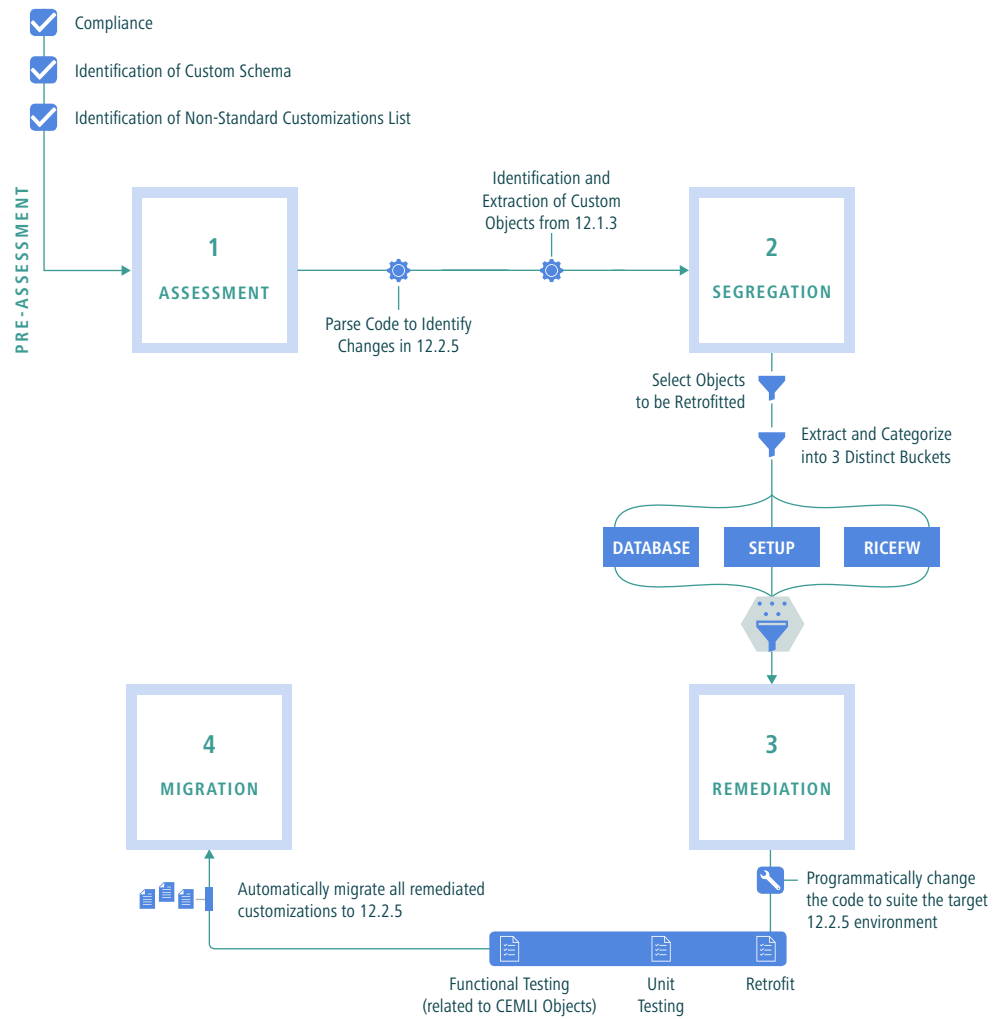
Database	Setups	RICEFW	Total
2,510	937	2,092	5,539

The client had a total of 5539 custom objects (a breakdown is provided below), though we were able to use our accelerator to generate details on the complexity of remediation and associated effort estimate for each category.

This assisted significantly in planning the overall upgrade timeline and effort. Next, the assessed and segregated objects were programmatically remediated to suit the target R12.2.5 environment. All remediated code was automatically placed in the directory path (This path should be defined as a DB directory or UTL file path as database should access it), which was provided to us by the client IT team. A mass migration script with MD.120 for all the remediated custom objects was placed in the directory path. After the migration process, a summary dashboard indicating the total, remediated, and migrated objects, etc. was made available to the client IT team so that they could validate the customizations.

Solution Process

We conducted the first CRP to demonstrate the new functionality, and included the remediated objects from the second CRP onwards to test and validate the end-to-end functionality in the new instance. Given that the custom objects were remediated automatically, the overall time-to-upgrade and amount of re-work during the SIT phase was decreased significantly.



Business Benefits

- 30% reduction in time and effort of the overall upgrade project
- 20% reduction in cut-over time for technical components
- Substantially reduced re-work and by automatically migrating custom objects using our upgrade automation accelerator (ENNABLE)
- Significantly lowered cost and requirements related to technical resources from both ennVee and client project teams
- More time available for testing and re-testing the upgraded solution within timeline and budget



Worldwide Headquarters, 900 E. Diehl Road Suite 209, Naperville, IL 60563, USA
 phone: 888.848.6059 email: sales@ennvee.com ennvee.com
 linkedin.com/company/ennvee-technogroup-inc- facebook.com/ennveetechnogroup



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