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Oracle EBS 11i to R12.2.6 Upgrade

Client Snapshot

- Industry: Consumer Goods, Retail
- Location: Chicago, IL
- 500 FTE and 30,000+ sales consultants
- Revenue: \$170 million a year

Key Requirements

- Execute the technical upgrade from Oracle EBS 11i to R12.2.6
- Retrofit Oracle EBS customizations
- Remediate approximately 2,000 objects
- Make external system integrations compatible with R12.2.6

Solution Components

- Oracle E-Business Suite (11i, R12.2.6)
- Oracle Financials
- Order Management
- Oracle Inventory
- iProcurement
- iExpense
- Vertex
- CardConnect Cloud

Background

One of America's top direct-selling companies employs a staff of 500 corporate employees and tens of thousands of independent consultants to sell an array of professional-grade kitchen items, such as cutlery, cookware, and bakeware.

Since 2004, the company has used Oracle E-Business Suite (EBS) to run nearly every aspect of its business— from financials to procurement, supply chain, manufacturing, warehouse management, eCommerce, and sales. Their current version of Oracle EBS (11i) was outdated, unsupported by Oracle, and heavily- customized with numerous integrations to disparate systems used for sourcing and expenses, which obscured the company's business processes.

The lack of automated and self-service functionalities, and use of disparate systems forced employees to rely heavily on the IT staff for tasks such as submitting and approving expenses, procurement, order management, subledger accounting, and inventory.

In late-2017, they began searching for a partner to help them upgrade their Oracle EBS system to a newer and supported version (R12.2.6). In November 2017, they selected ennVee, an Oracle Gold Partner specializing in professional services, application management, business, and technology consulting services across the Oracle EBS ERP platform.

Objectives

The upgrade to R12.2 would allow the company to implement new functionalities to improve business processes and increase productivity, and realize cost savings of up to \$1 million/year by switching to a 3rd party support provider. Finally, moving from the unsupported Oracle EBS 11i version to R12.2 would provide a more stable environment for the company's end users, and delay the need to move to a Cloud platform by at least 3 years.

Executing the Upgrade

Phase I

The project began in January 2018 and underwent development and multiple testing cycles of CR1, CPR2, SIT, and UAT. First, ennVee assessed the current Oracle EBS 11i environment to identify the total number of custom objects and those that would be impacted by the upgrade. The assessment included a review of each impacted object by object type, complexity, and the number of R12 changes required.

Phase II

After analyzing the 11i environment, the ennVee team upgraded the Oracle EBS 11i system to R12.2.6. Each object was reviewed and retrofitted based on the R12.2.6 requirement, which included:

- Making changes to each table and column used as per the R12.2.6 data model.
- Reviewing each Oracle Standard API for any new parameters that were added or removed and making changes.
- Reviewing each standard interface used and identifying any columns to be added or removed.

All tables were upgraded to follow R12.2 standards by creating the synonym and Edition view in the proper schemas. All object types, including packages, procedures, and functions, were moved to the proper schemas in accordance with R12.2 standards.

All customized standard objects were re-built by taking the new standard objects of R12.2.6. This includes the forms, reports, and workflow re- development. All custom forms and reports were re-compiled in the R12.2.6 instance.

All payment formats and Oracle Application Framework (OAF) pages were re- built following R12 standards. All changes in Single Euro Payments Area (SEPA) payments were re-built following R12.2.6 standards. All required changes were made to external systems like CardConnect, Vertex, MDM, and Hybris.

A migration script was created to automate the custom object migration process.

We identified any customizations that could be replaced with out of the box functionalities in R12.2.6.

The iProcurement and iExpense modules were rolled out separately from the 11i to R12.2.6 upgrade.

We validated that all existing business processes would run on R12.2.6 as they had in 11i.

The client was provided end-to-end flow test cases for testing and detailed design documentation was prepared for all of the aforementioned steps.

The upgrade went live in 11 months with time slightly extended to accommodate user availability during period close. ennVee provided two weeks of post-go-live support to iron out any bugs in the system.

Key Integrations

- CardConnect for Credit Card Authorization
- Vertex Cloud for Tax
- Customer Master Data
- Bank, Branch & Account Data for Customers
- Order Import from Custom Order Portal
- Integration to Warehouse Management System

Key Customizations & Process Improvements

iProcurement

The Oracle iProcurement module was implemented in R12.2 to eliminate the paper process and improve productivity. It also provides better controls with receiving and is tightly integrated with AP (Accounts Payable).

Mobile iExpenses

Mobile iExpenses was implemented to streamline the expense approval and requisition processes. Now, employees can easily submit expenses and check the status via mobile application. Mobile capabilities include expense reports, approvals, and itemization.

- Users are no longer required to log in through Oracle to approve expenses.
- The module is more tightly integrated with American Express (AMEX)
- Email Approvals: requisitions and expenses can be approved via email
- Mobile Approvals: requisitions and expenses can be reviewed and approved via mobile application

Automated Subscription Billing

Automated subscription billing allows direct billing to credit card and bank accounts from Oracle EBS. The company can also import and store bank account and credit card information for its base of more than 35,000 customers and consultants.

General Ledger and Subledger Accounting

A new, web-based interface was added for account analysis and to drill down to General Ledger (GL). Improved Subledger Accounting allows employees to drill down from GL to individual transactions. Previously, these reports could only be obtained through the IT department.

Inventory

The Inventory module was enhanced so inventory could be held based on pallet, rather than holding the entire location.

Returned Material Authorization

The RMA process was also improved.

Service Contracts

Service Contracts can be used for subscriptions and integrate with the web.

Order Management

The upgraded Order Management module provides enriched search capabilities that no longer require the company to rely on P800 and Oracle for searching.

Outcome and Future State

The upgrade to R12.2.6 was successfully completed on-time and within budget in approximately 11 months. Upgrading to the latest version of Oracle EBS helps the company reduce annual support costs, streamline its business processes, and provide its users with a more stable ERP platform.

- **Annual cost savings** - The company realized annual cost savings of up to \$1M by switching to a 3rd party MSP, and reduced annual infrastructure costs by thousands of dollars.
- **Postponed migration to Cloud** - The upgraded environment delays the need to move to a Cloud platform by at least 3 years.
- **Enhanced Web ADI** - The enhanced Web ADI provides more robust architecture to augment upload capabilities into Oracle EBS.
- **Multi-Organization Architecture (MOAC)** - The MOAC no longer requires employees to switch responsibilities to work within different countries like the US, Canada, or Germany.
- **MDM** - The company can merge its MDM (Master Data Management) instance with the upgraded version and minimize the passing of data.
- **Simplified personalization options** - Simplified personalization options across the landscape can be done at the user, application, site, or org level.
- **Reduced time to code** - Development can be completed in ADF (Application Development Framework) and transferred to other Cloud ERP platforms for future changes.
- **Reduced downtime** - They can also utilize the Online Patching feature to apply patches in a live environment without incurring downtime.
- **Server improvements** - Improved servers using 64-bit architecture.

Learn more at www.ennvee.com/ennable.html

About ennVee

ennVee is a global professional services firm that provides Oracle application management, business, and technology consulting services to organizations around the world. Through automation-based application delivery, we help businesses accelerate project completion, reduce disruption, get it right the first time, and reduce the cost to deliver tomorrow's solutions today. To learn more, visit www.ennvee.com or contact us at (888) 848-6059.

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