DATA **INTENSITY**
Making Data **Manageable** | Making Data **Actionable**

HEALTH INDUSTRY MANUFACTURER CUTS THE COST TO COMPLETE AN ORACLE UPGRADE BY 40%

One of the leading manufacturers of blood analysis equipment faced a daunting task in 2014 when its Solutions Delivery team decided to upgrade its Oracle R11i version of E-Business Suite (EBS) application infrastructure to version R12. Given that it would impact all global operations, there would be little room for error, and this meant they needed a trusted partner.

Challenge:

UPGRADE WITHOUT MISSING A BEAT

The manufacturer had a lot of evidence to go on when it considered using Data Intensity's Functional Service Desk (FSD) to do the job. After all, the team had worked extensively on other projects for more than five years. But the bar for the upgrade's success was still set high. The effort would have to be conducted in an absolutely seamless manner without interrupting 24x7 access to several high-stakes processes, including a revenue-critical ordering system. "Our company's large installed base depends on service contracts where we average 138 concurrent processing requests for orders. There was no room for downtime during the project," said the company's director in charge of running E-Business Suite applications.

Solutions:

FUNCTIONAL SERVICES DESK AWARDED THE UPGRADE

The Functional Service Desk team decided to assign team members located around the world to ensure a smooth transition at all of the company's locations. Both Data Intensity's and the manufacturer's teams worked closely with each other from the first pre-upgrade meeting through the final cutover. The estimated start to finish time for the upgrade was five months and it involved remediating 1,600 configuration, extension, modification, localization and integrations (CEMLIs). Testing assistance throughout the project would confirm that the remediated CEMLIs were performing properly. Final steps involved completing a successful cutover and resolving go-live issues that might crop up. After that, the FSD team stayed on to help guide the internal team through its first annual close after the migration.

Results:

YEARS OF EXPERIENCE ENSURES A SUCCESSFUL UPGRADE

The upgrade was concluded on schedule. The Functional Service Desk's vast experience in projects like the upgrade to R12 allows it to deliver great results with repeatable consistency. Any likely challenges in this job were carefully anticipated and managed in advance, drawing on the Functional Service Desk's deep knowledge of Oracle environments, allowing it to avoid potential stumbling blocks. The team quickly worked through some CEMLIs and issues during testing, and no major issues were encountered. And while eight team members were on 24x7 call as a precaution during the first annual close cycle on R12, the operation went so smoothly that the staff wasn't used.

Industry:

Health Medical Devices

Benefits

- Seasoned experts averages at least 5 years of experience
- Seamless global upgrade in 5 months
- 24x7 global support to address issues as they arise
- Efficient upgrade cuts cost by 40%
- Supplemental, scalable resources operate as an extension of in-house IT team

Solutions

- Oracle EB – Finance, Procure-to-Pay, Supply Chain, Service and Inventory Management
- Data Intensity Migration Services
- Data Intensity Applications
- Data Intensity Database Services
- Data Intensity Managed Services

Because of Functional Service Desk's superior economies of scale, the cost came in about 40% lower than if the company had given the job to another services vendor. If there were hiccups, they could be dispensed with quickly by drawing on the lessons of previous upgrades. In fact, each FSD team member brings an average of five years of EBS experience and multiple R12 upgrade projects under his or her belt to the job.

New chapter in global support

The next challenge was to overhaul the company's support infrastructure. The U.S.-based internal support team couldn't keep up with, or sometimes even address, serious issues happening elsewhere in the world without a significant delay. Often a user in the Asia-Pacific region would have to wait until a support group in the next time zone came on line to solve the problem.

Rather than expand internally to cover the growing global support need, they asked FSD to take over the entire support function, effectively doubling their investment in Data Intensity. Additional team members in Far Eastern and Spanish time zones were assigned so users were no more than one or two time zones away from live support.

FSD now delivers full worldwide support on a 24x7 basis for all E-Business Suite modules including Finance, Procure-to-Pay, Supply Chain, Service and Inventory Management. Weekly meetings, monthly reports, on-site meetings and executive business reviews play key roles in providing continuous high levels of service for these and additional modules including Human Capital Management, Order-to-Cash and Oracle Fusion Cloud.

FSD team members now collaborate directly with business analysts from multiple geographic locations, operating just like an internal help desk, but with the advantage of far vaster experience in supplying the highest levels of support. "In fact, the Functional Service Desk team works as part of our team and even presents itself to the company's end users as the face of the support team," the director explained.

While the vast Oracle experience that FSD brings to the table justifies the partnership, the company also appreciates the team's high levels of communication. "Functional Service Desk goes beyond a traditional break/fix relationship in day-to-day support. Uniquely, they also do the extra work that results in an improved user experience while also keeping the company well informed about what they are doing."