R12 Upgrade Success Stories

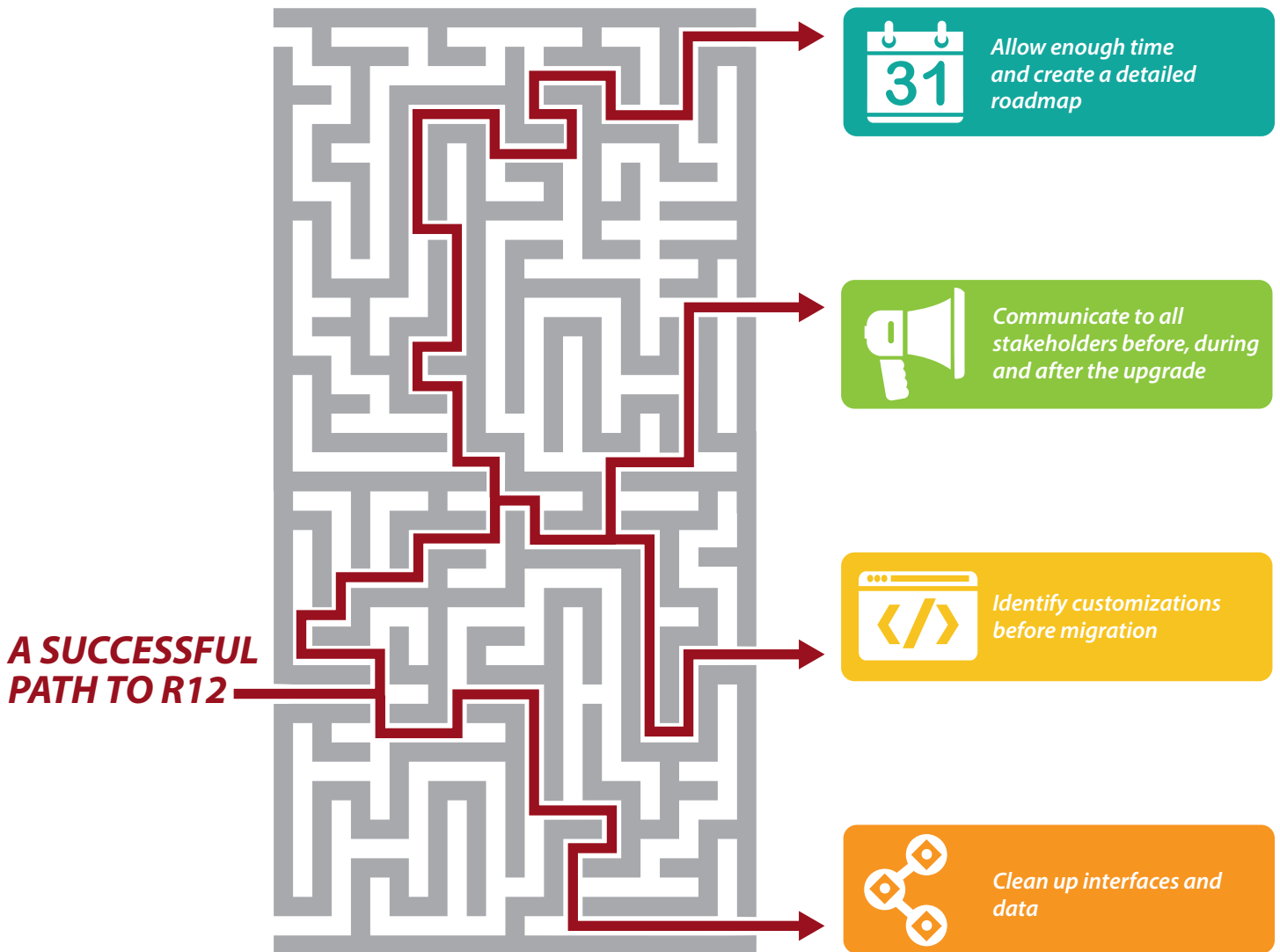## Rolta makes the transition an easy one

To be truly competitive, companies need the power that Oracle E-Business Suite R12 delivers.

With decreased support on the horizon for R11, now is the time to develop a plan for moving to R12. Rolta delivers a focused, end-to-end methodology to help organizations jump start the process while mitigating risk and taking advantage of increased functionality.

Rolta consultants work closely with the IT team and business users to help manage the critical factors of a successful R12 and R12.2 upgrades. Our world-class

Oracle experts offer process and industry-specific business insights to take advantage of R12's enhanced capabilities to standardize, centralize and simplify mission-critical systems and processes to ensure the implementation specifically addresses your business requirements.

Based on a deep skill set and more than 12 years EBS migration experience, Rolta knows how to implement quickly, identify the potential issues and mitigate them. Our experienced resources bring deep industry and Oracle EBS, BI and EPM experience. Tools such as Panaya, ePrentise and ConfigSnapshot enable our clients to upgrade or reinstall faster at lower cost. And Rolta's comprehensive Testing Services bring peace of mind at a predicable cost.

A SUCCESSFUL PATH TO R12

31 Allow enough time and create a detailed roadmap

Communicate to all stakeholders before, during and after the upgrade

Identify customizations before migration

Clean up interfaces and data

Discover the benefits of Oracle EBS R12 and R12.2 when Rolta helps with the upgrade. Following are just a few of the many Success Stories Rolta clients have achieved with upgrades.

MIGRATION & UPGRADE COMBINED

Business Challenges

A global provider of blood and plasma supplies and services sought a consulting partner able to provide advice and support for the implementation of new business processes and reporting needs. Migration of SAP to Oracle 11i was needed for an acquired company, and a migration of all of the consolidated entities to Oracle EBS R12.

Rolta was selected because of its in-depth expertise in the following:

- R11 Oracle EBS - Finance, Manufacturing (Process and Discrete), Inventory, Purchasing, OM, Field Service
- Migration of SAP and MAPICS at acquired entities
- BI Implementation
- Upgrade of EPM/BI instances
- Upgrade of Hyperion/Brio reporting for R12

Approach

Rolta worked with Haemonetics to document and understand all the requirements and develop a multi-year transition plan for the acquisition and upgrade. Rolta laid out a phased and collaborative approach, leveraging our Ri3 Methodology of Insights, Innovation and Impact solutions to develop project strategy and planning. Significant use of Rolta's global delivery capability ensured a low TCO.

Phase 0 work identified the process for the migration as well as additional applications for optimization using EPM and OBIEE. The Phase 1 activity was to migrate from SAP. And Phase 2 included upgrading to R12. Work was completed on-time and on-budget for each phase. In addition to EBS, Rolta is providing consulting services for EPM and OBIEE.

To meet tight timelines, four factories migrated to parallel ERP instances, with Sales and Financials migrated to Oracle for Day 1 readiness. After 90 days, two additional Oracle Operating Units went live, and in nine months migration from SAP to Oracle was complete. The R12 upgrade, customization remediation and initial technical upgrades were completed in parallel with the SAP to Oracle migration.

Results

Today, all of Haemonetics uses the Oracle EBS R12 solution to run its business. The migration and upgrade project resulted in the successful achievement of business and IT goals. R12's efficient new modules streamline and reduce existing customizations. EBS R12 delivers the most long-term value and the technical support to achieve aggressive business goals. Companies like Haemonetics with acquisitions and mergers in their history or in their future benefit from consolidating multiple software instances into a global single instance.

National Education Organization

Business Challenges

The organization responsible for a curriculum-based achievement exam that measures skills and knowledge taught in school and deemed important for success in college had an extremely large and complicated Oracle footprint. Modules use included: Advanced Collections, AP, AR, eBTax, GL, Cash Management, Fixed Assets, Purchasing, Inventory, IStore, iSupplier, Advanced Pricing, Order Management, Projects, Service Contracts, Telesales, Teleservice. Additionally, the organization had a significant amount of custom code to manage its student registration systems, which were based on Oracle iStore.

Rolta was asked to help manage the upgrade to Oracle EBS R12 and provide functional and development resources both onshore and off. In addition, Rolta provided resources to help stabilize an implementation of iSupplier and to do new custom development on an Impersonation mitigation system introduced during the middle of the R12 upgrade.

Approach

Rolta laid out a phased and collaborative approach to provide consulting services. We leveraged our Ri3 Methodology and the Insights, Innovation and Impact solutions that are contained within it to develop our project strategy and planning.

Our approach included significant use of Rolta's global delivery capability to ensure a low TCO. Rolta developed a 15-month project plan during which Rolta and the organization's teams successfully remediated significant code, developed new code, and executed four testing cycles (three integration tests and one user acceptance test). Rolta also introduced third-party tax software that was integrated to Oracle EBS for use throughout the Oracle applications. During the project, Rolta was able to:

- Remediate, unit, and integration test all custom objects in R12
- Update training documentation and provide training to super and end users
- Conduct multiple test R12 upgrade and conference room pilot iterations
- Stabilize iSupplier (Originally implemented by another vendor)
- Introduce the Impersonation mitigation solution

Results

The upgrade project was completed on-time and on-budget for each phase.

As part of the project, Rolta helped ensure business processes were aligned with organizational goals and fully reviewed, improved and documented the organization's business processes in the Oracle Release 12 application. Important in supporting clients' with in-depth knowledge transfer, Rolta transitioned both functional and technical development knowledge to the organization's team of Oracle analysts and developers.

Biotechnology Firm

Business Challenges

A biotechnology firm needed to transform from a clinical research organization that utilized a small portion of the Oracle E-Business Suite footprint to a fully commercial organization that harnessed the full power of the integrated suite of products. Education of the "delta" changes between 11i and R12 was required to determine how to best position the company to manage future business processes resulting from the rapid growth of the organization and the added complexities of new products, business partners and emerging markets.

Approach

Rolta conducted an R12 Upgrade assessment that led to a six month upgrade of the entire E-Business Suite, including Process Manufacturing (OPM.) Subsequently, Rolta handled remediation of customizations impacted by the migration to R12, additional RICE elements, and a six month business transformation project to leverage the OPM module for MRP, Manufacturing Execution, and compliance requirements.

Results

The company was one of the first U.S.-based organizations to migrate to R12 using the Oracle OPM Migration path/ process defined for existing 11i Process customers. The Rolta partnership successfully allowed the organization to go-live onto R12 after a six month engagement, with limited downtime and impact to the business. As a trusted advisor and partner, Rolta is working closely with the company's leadership team to define a long-term, strategic roadmap that allows it to maximize their investment in the R12 suite of applications.

About Rolta

Rolta is a leading provider of Consulting, Managed Services and Technology for many vertical segments, including Manufacturing, Financial Services, Utilities and Oil & Gas, Healthcare and Retail. Our domain expertise and deep Oracle applications experience provides a rich understanding of industry drivers and supporting business processes to help organizations achieve their business goals. An Oracle Platinum Partner with more than 1,000 Oracle resources worldwide, Rolta has been recognized by Oracle 16 times in the last decade for outstanding achievement in serving the needs of our clients.