

Oracle E-Business Suite Upgrade and Platform Migration



Background

A leading travel booking site that negotiates deep discounts from its travel suppliers to help travelers book unsold airline seats, hotel rooms, rental cars, cruises and vacation packages has very strict downtime requirements during Go-Live. Estuate developed a radical new approach specifically for the travel booking site using multiple iterations for deliverables to complete Oracle 12 upgrade on schedule and on budget with unique

upgrade process leveraging a U.S./India team.

The travel booking site finance team engaged with Estuate to upgrade the existing Oracle Application release 11.5.10 to Oracle Apps release 12.1.3. The impetus for the upgrade was that the current Oracle Apps version (11.5.10.2) has moved from active support on November 2010 to extended support mode. Additionally, they asked Estuate to migrate the Oracle instance to Red Hat Enterprise Linux 5.x from Solaris 9.

The Opportunity

- ⦿ Move the travel booking site's Financial Application to the latest supported version.
- ⦿ Major modules included for upgrade are GL, AP and AR.
- ⦿ Retrofit previous customizations

The Estuate Solution

- ⦿ Our migration techniques can help reduce run times for larger tables and testing approach
- ⦿ Reduced cost due to global team utilizing both US and India resources; team also provides 24*7 support

- ⦿ Leverages tools, methodologies, templates from years of Estuate/Oracle experience and supported by the Oracle Center of Excellence
- ⦿ Estuate took the lead resolving hardware issues with the hardware vendor
- ⦿ Iterative, staged migration approach
- ⦿ Stage 1: Change Character Set to UTF8 (done by travel booking site)
- ⦿ Stage 2: In-place Upgrade in Solaris 9
- ⦿ Database upgrade from 10.2.0.2 to 11.2.0.3
- ⦿ Apps upgrade from 11.5.10.2 to 12.1.1
- ⦿ Retrofit customization
- ⦿ Go-live I
- ⦿ Stage 3: Migration to Red Hat Enterprise Linux 5.x and apps upgrade
- ⦿ Migrate database 11.2.0.3
- ⦿ Migrate Apps 12.1.1
- ⦿ Upgrade Apps to 12.1.3
- ⦿ Go-live II

Business Impact

- ⦿ When the travel booking site benchmarked our proposal against others, it was found that our approach resulted in an effort/cost that was 30% less than any other firm.
- ⦿ Estuate's onshore-offshore model significantly reduced cost and compressed the timeline with an effective 16+ hour workday.
- ⦿ Performance of the application improved by 40% by eliminating fragmented data
- ⦿ Maintenance costs reduced by 30%

Get Started Today

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