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What we do

- Procurement-In-a-Box™
- Planning-In-a-Box
- EBS Managed Services
  - Wave 2 Approach
  - Oracle AMS
  - Implementation
  - Upgrade**
  - Business Intelligence
  - Rich User Experience

Oracle Center of Excellence

Our Customers  
About us

## Upgrade

Upgrading to R12 can provide access to new functionalities that can help your company leverage the latest technology so it can remain competitive in today's business arena. From a regulatory and compliance standpoint, upgrading can also be a cost-effective way to remain compliant by retiring customizations and deploying standardized processes across your organization.

Upgrading may also be necessary for your company to remain eligible for the highest levels of product support and to remain eligible for tax and regulatory updates for your applications.

### What Upgrade Options Are Available To You?

<b>Technical Upgrade</b>	<ul style="list-style-type: none"> <li>▶ Upgrade to new software release without impacting current functionality or extending application footprint</li> <li>▶ All RICEW customizations would be ported or retro-fitted</li> <li>▶ Provides an application platform that is stable, and that can be easily supported and maintained</li> <li>▶ Lays a solid path to rollout new functionalities and features since application is stable</li> <li>▶ Allows platform change and system architecture (RAC, DR)</li> </ul>
<b>Full-Feature Driven Upgrade</b>	<ul style="list-style-type: none"> <li>▶ Comprehensive technical upgrade plus expansion of application footprint</li> <li>▶ Improve processes by addressing current gaps through new functionality available in R12</li> <li>▶ Simplify and minimize maintenance by evaluating each customization against new features, and then deciding on possible replacement</li> <li>▶ Optimize applications using configuration to better suit business operations</li> </ul>
<b>Re-Implementation or Instance Consolidation</b>	<ul style="list-style-type: none"> <li>▶ Re-implement the entire application to align changed business scenarios better and maximize return on investment</li> <li>▶ Consolidate multiple instances, and leverage globalized capabilities available in R12</li> </ul>

More Information

Case Studies

White papers



Clients



## Enrich R12 Upgrade Capabilities

Our Dedicated R12 Upgrade Practice	Success Stories
Enrich Upgrade Methodology (eUM)	Flexible Engagement Model
Our Strategic Partnership With Panaya	Global Delivery Model

### Our Dedicated R12 Upgrade Practice

- ▶ Rapidly growing practice that currently has 45+ R12 Upgrade Specialists
  - ▶ Subject Matter Experts across the Oracle EBS application & technology solution set of Financials, Supply Chain, Manufacturing/Distribution, CRM, HCM, OBIEE/OBIA, SOA & Fusion Middleware
- ▶ Strongest group of Oracle EBS Solutions Architects and Business System Analysts in market
- ▶ We are one of the early adopters of R12 in the industry
- ▶ We have implemented R12.1 in-house to provide hosted services to our clients
- ▶ Our Subject Matter Experts continuously capture best practices and knowledge to use R12 for Financials, SCM, Manufacturing, CRM and other critical business functions
- ▶ It is our promise to always deploy a team of A-players for your R12 Upgrade. No compromise whatsoever.

#### Experience Summary Of Our R12 Practice

	Financials	SCM	Manufacturing	CRM	O2C	P2P
Implementation	✓	✓	✓	✓	✓	✓
Upgrade	✓	✓	✓		✓	✓
Support & Maintenance	✓	✓	✓	✓	✓	✓

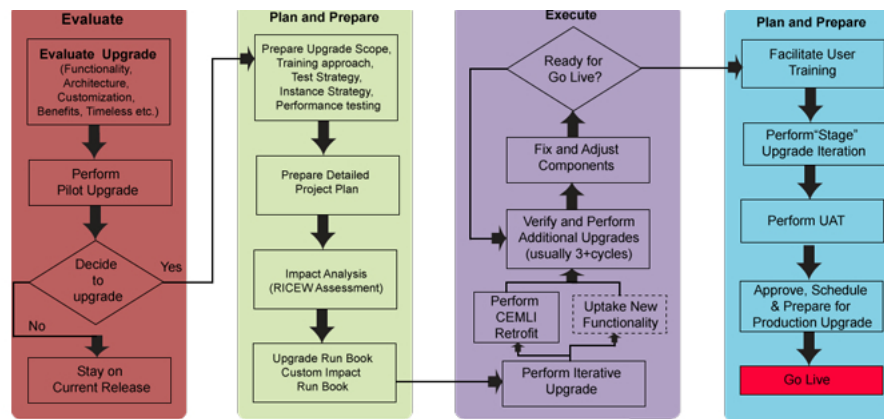
### Enrich Upgrade Methodology (eUM)

Enrich IT's Upgrade Methodology (eUM) was developed through the collective experience of our pool of seasoned consultants with years of experience in Oracle application upgrades for Fortune 500 companies and Big 4 consulting firms. eUM facilitates rapid migration and faster deployment of migrated applications & customer data:

- ▶ Assessment of custom code and custom objects powered by Panaya (this word will be a link that takes a reader to section on Panaya on this web page)
- ▶ Repository of manual test plans, automated test plans and test cases shortens time required for users to transition to new system
- ▶ Automated upgrade process using loading scripts for customizations
- ▶ Scripts / regression test scripts to speed up post-upgrade testing
- ▶ Totally leverages Oracle's best practices

#### eUM Phases:

- ▶ Phase 1: Evaluate – identify and prioritize key drivers and goals for upgrade; evaluate changes to application and technical architecture and custom components; conduct test upgrade to prepare "Upgrade Run Book;" identify issues
- ▶ Phase 2: Plan and Prepare – confirm scope and prepare detailed project plan; prepare test, training, transition and migration strategy to ensure the processes related to these key areas are addressed before execution
- ▶ Phase 3: Execute – perform multiple upgrade iterations in development, system integration, UAT environments and conduct thorough testing; train end users for functionality changes
- ▶ Phase 4: Transition – go live with implementation of optimized cutover plan produced during Execute Phase; provide production support after going live until system stabilizes



### Our Strategic Partnership with Panaya

Oracle EBS R12 upgrades are always a challenge, often taking longer and costing more than expected, because of all the uncertainties involved in terms of Planning, Fixing & Testing, and Impact Analysis. Our goal has always been to take out the guesswork and reduce the effort to upgrade with confidence. That is where our strategic Partnership with Panaya comes into play adding immense value to your upgrade project plan. Panaya promises to eliminate 70% of the effort and risk associated with Oracle EBS R12 upgrades and re-implementations. This means your project gets done in less time, with 70% less risk.

Panaya's **run-time simulation engines** run your custom code on Oracle EBS R12 and allow us to show you what will break, how to fix it, and what to test, all as a **"No Hardware, No Software, Non-Invasive 20-min Setup"**.

#### How Panaya Helps You?

- ▶ Maps all your system customizations
- ▶ Provides usage statistics for all custom and standard objects
- ▶ Shows you what will break and how to fix it
- ▶ Tells you exactly what to test, in order of priority

### Success Stories

**1) Company: \$250M, Aluminum based manufacturing with operations across 3 countries, 2 languages (Mix of discrete and some process manufacturing)**

- ▶ Goal: Upgrade to R12 to leverage new functionalities in WMS, OM and Financials in addition to being on a supported platform
- ▶ Upgrade Drivers:
  - ▶ Implement new functionality
  - ▶ Stay current with Oracle Support
  - ▶ Reduce maintenance costs
  - ▶ Data clean-up
  - ▶ Accommodate business changes and streamline processing
- ▶ R12 Project Details:
  - ▶ Started: February, 2011
  - ▶ Original Go-live: September, 2011
  - ▶ Actual Go-live: December, 2012

**2) Company: \$2B+ credit card transaction processor with operations in over 20 countries; was on 11.5.8 and moved to R12.1**

- ▶ Goal: Upgrade to R12 and stabilize their accounting systems by leveraging leverage new functionalities of MOAC, MRC, accounting and COA structure changes
- ▶ Upgrade Drivers:

- ▶ Upgrade Drivers.
  - ▶ Required re-implementation to leverage new functionalities of MOAC, MRC, and COA structure changes and accounting functionality
  - ▶ Migrated to a supported platform & architect a better DR model using latest Oracle Database features
- ▶ R12 project Details:
  - ▶ Started: November, 2009
  - ▶ Original Go-live: September, 2010
    - ▶ Paused for 6+ months due to budget overrun by 100%
    - ▶ Restarted the effort mainly due to Enrich IT's AMS support providing the confidence (took more control on SIT, UAT and post go live support)
  - ▶ Actual Go-live: November, 2011 (stabilized after 3 months)

### Flexible Engagement Model

Each customer defines value differently:

- ▶ Cost (onshore – offshore mix, rates)
- ▶ Risk (experience, scope, timeline, resources)

Hence our engagement model focuses on each customer to arrive at:

- ▶ What constitutes business value (ROI, RONA, etc)
- ▶ What are acceptable levels of risk and risk mitigating measures
- ▶ Key outcomes that balance customer's definition of business value at acceptable level of risk

By understanding your value definition and other success criteria, we engage with you at different levels:

- ▶ Fully outsourced, end-to-end project execution
  - ▶ Fixed price or T&M/All-inclusive rate model
  - ▶ Milestone based (T&M with a cap and paid upon completion of each milestones)
- ▶ Compartmentalized mini-projects
  - ▶ Fixed price or T&M/All-inclusive rate model
- ▶ Staff Augmentation
  - ▶ T&M/All-inclusive rate model

### Global Delivery Model

- ▶ Onsite
- ▶ Offsite
- ▶ Offshore
- ▶ Mix of Onsite, Offsite & Offshore