ennVee

WHITE PAPER

Upgrading from Oracle EBS R12.1.3 to R12.2.5

Client Snapshot

- Online Product Retailer
- Location: US
- 500 Employees
- $300M Annual Revenue

Solution Components

- Oracle E-Business Suite (R12.1.3, R12.2.5)
- Oracle Forms 10g
- Oracle Reports 10g
- Putty
- ennABLE Automated Remediation and Migration tool

Product Retailer Overcomes Budget Burden by Automating Oracle E-Business Suite R12.2.5 Upgrade Process

The client owns many large brands of pet training equipment in the US and operates across 52 countries. IT plays a highly-strategic role in their ability to create a customer-centric environment and seamessly conduct business across B2C, B2B, and B2E channels.

Challenges

Prior to ennVee's involvement, the company had attempted multiple times to upgrade its Oracle E-Business Suite ERP from R12.1.3 to R12.2.5. Each pass had been unsuccessful due to a myriad of factors including the loss of key internal leadership responsible for its enterprise applications, and lack of documentation left behind by previous vendors that were responsible for managing the upgrade.

Adding to the complexity was the significant amount of customization that needed to be upgraded. ennVee was brought in to remediate the customizations and complete the upgrade in a matter of months and under a tight budget that had already been exceeded. The project would be carried out differently as ennVee would rely heavily on its ennABLE tool to automate the identification, remediation, and migration of the customizations to R12.2.

Key Requirements

- Complete the upgrade from Oracle EBS R121.3 to R12.2.5
- Remediate approximately 5,000 custom objects
- Functional testing (CEMLI objects)
- Three upgrade cycles (CRP, SIT, and UAT) prior to go-live in Production

Solution Approach

The optimal method for upgrading the highly-customized EBS environment would be based on the technical upgrade, new functionalities required, and functional testing. Additionally, we proposed and agreed to undergo three upgrade cycles (CRP, SIT, and UAT) prior to going live in the Production instance.

Pre-upgrade Assessment

5,539 impacted custom objects were identified using the ennABLE tool. A breakdown of the in-scope custom objects is provided below:

Database	2,510
Setups	937
RICEFW (CEMLI)	2,092
Total	5,539

We automatically extracted the custom object details from the source instance (R12.1.3) and parsed through each code to identify all changes in R12.2.5.

The following details were generated at the end of the assessment: a list of all required code changes, level of effort required for remediation, and complexity involved in fixing the custom code. This information was notably conducive in planning the overall upgrade timeline and required effort.

Custom Object Segregation

Each of the 5,539 custom objects were divided into three categories: Database, Setups, or RICEFW (CEMLI).

Remediation and Migration

Using ennABLE, we automatically remediated all 5,539 custom objects to suit the target R12.2.5 environment.

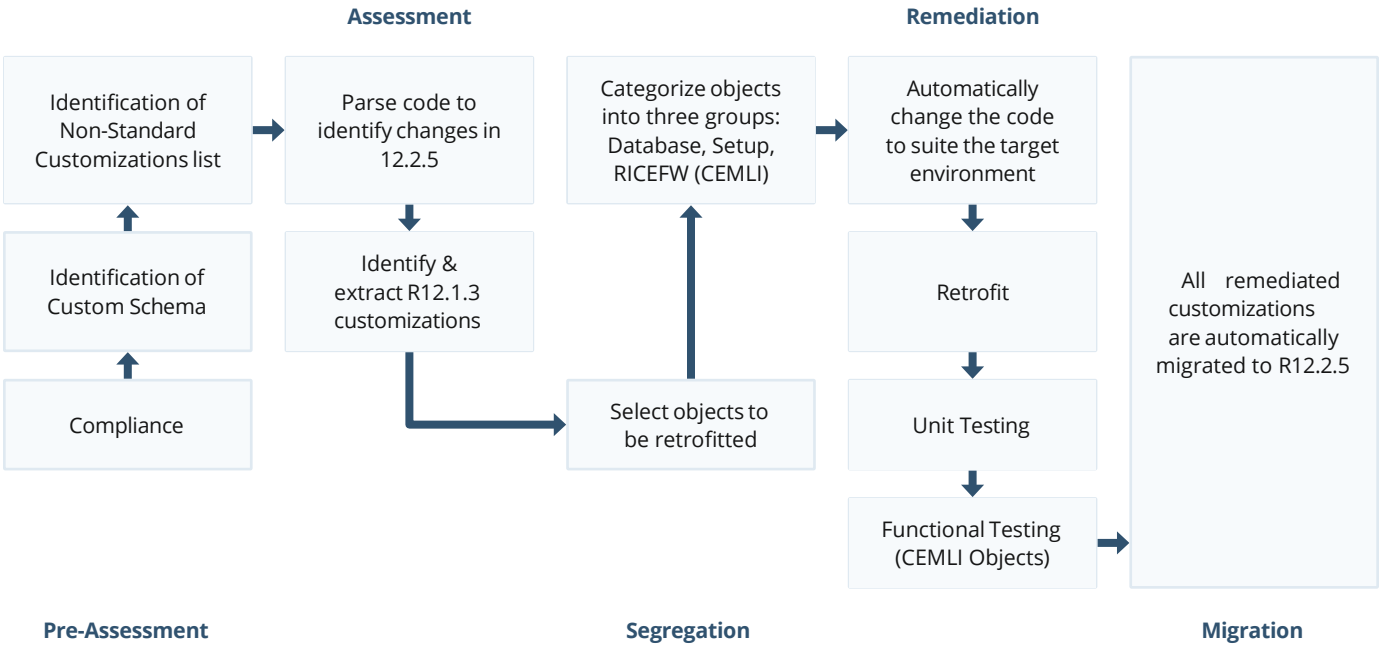
All remediated code was automatically placed in the directory path, which was provided by the client's IT team, and defined as either a DB directory or UTL file path as the database should access it.

A mass migration script was created and placed in the directory path along with a MD.120 for all of the remediated custom objects.

Afterwards, we created a dashboard for the client that highlighted the total number of remediated and migrated objects, which helped reduce the amount of time and effort required to validate the customizations.

We conducted the first Conference Room Pilot (CRP) to demonstrate the new functionality, and also included the remediated objects from the second CRP onwards. This allowed the team to test and validate the end-to-end functionality in the new instance. Overall, automating the custom object remediation process significantly helped to reduced the overall time required to upgrade, and amount of re-work during SIT.

Automated remediation process for Oracle EBS R12.1.3 customizations using the ennABLE tool:



Outcome

- Reduced overall time and effort required to upgrade by 30%.
- 20% reduction in cutover time for technical components.
- Substantially reduced re-work by automating the custom object migration process.
- Significantly lowered cost and requirements for technical project resources for both the client and ennVee project teams.
- More time available to test and re-test the upgraded solution.