

Upgrades that Multi-Task  
**A Compendium**  
**Client Success Stories**

Case study



# SO MUCH MORE THAN AN UPGRADE

## An Introduction



When it comes to Oracle, we have a history of over 2 decades of demonstrated success. We've driven **1000+ projects** with clients from various sectors – including manufacturing, banking & finance, retail etc. – who have all had varied requirements.



In our journey with Oracle, we've brought in the expertise by developing proven and proprietary methodologies and accelerators that speed up, streamline and increase accuracy of delivery. And this experience has taught us that addressing the root cause rather than the symptoms is what makes a transformation effective.



And so, as a technology partner for our clients, we take it upon ourselves to approach any problem holistically. Our suggestions, act as strategic multi-taskers, solving multiple problems for our clients, without incurring multiple costs.



Let us walk you through a few examples where clients partnered with us for an **upgrade of their Oracle E-Business Suite** set-ups, and we delivered a lot more.

# CLICK ON THE TABS TO BEGIN EXPLORING



An upgrade that modernized



An upgrade that synchronized



An upgrade that standardized



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# An upgrade that modernized

Overview

Challenges and Goals

Solution

Impact and Key Highlights

Our client is an award-winning home warranty company that has been one of the large players in North America for over 4 decades. The company helps control the costs of appliance and system breakdowns by offering homeowners and real estate professionals a great line-up of plans to cover home warranties, property insurance, home service plans, and home maintenance plans.

They came to us looking for continued support for the Oracle Database and E-Business Suite by upgrading. We did that, and also engineered a core modernization that helped bring down their **Total Cost of Ownership by 30% with ZERO downtime** for key business activities.



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An EBS Upgrade from 11.5.10 to latest 12.2.7 and DB upgrade from 11g to 12c were the primary requirements from the client. But through our discovery, we identified a few other key areas which had to be addressed:

- A growing need for new functionalities, process simplification & integrated solutions to improve user experience across touchpoints, including their home-grown applications
- Cumbersome operational issues on their core operational system maintenance built on obsolete Oracle Forms & Reports 6i technology
- The lack of an up-to-date Disaster Recovery (DR) Strategy for their business-critical applications
- A need to adopt modern security requirements



# An upgrade that modernized

- Overview
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- Solution**
- Impact and Key Highlights

With all the pain points identified, our strategy was

- Ensuring continued Oracle support
- Simplifying and modernizing their core
- Improving usability and IT process simplification
- Optimizing costs
- Ensuring minimal disturbance to key business activities



- EBS Upgrade from 11.5.10 to latest 12.2.7
- DB upgrade from 11g to 12c

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- Upgrading core operational system to Fusion Middleware 12c

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- Implementation of process improvements, new features, and integrations
- 3-tier architecture implementation Fusion Middleware 12c

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- Migration of on-premises EBS to Oracle Cloud Infrastructure

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- A new Disaster Recovery (DR) approach and technology solution



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With our two-phased approach to take care of the impending Oracle de-support dates and the interdependencies of all solution components, we delivered:

- **20x reduction in IT maintenance efforts**  
By modernization of core operational applications
- **A 30% reduction in Total Cost of Ownership**  
By adopting cloud infrastructure
- **Zero downtime for key business activities during both phases**  
By building standby instances and merging of Go-Live outage time transactional data into PROD after post-production
- **Enhanced user experience and ease of access & operations**  
By adopting Fusion Middleware 12C
- **Incorporating operational best practices and latest security measures**  
Via our new DR solution



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A Forbes Magazine Best of the Web pick and named by Internet Retailer in the Best of the Web Top 50 Retail Sites list for seven consecutive years, our client began experiencing a dip in service during peak festive (and order) season. The florist, gourmet food and gift shop with almost a 50-year legacy came to assuming that a simple upgrade in the versions of EBS would fix this.

But along with the upgrade, we also had to help them streamline its systems in a way that would **improve its collaboration with its suppliers by 50%**.



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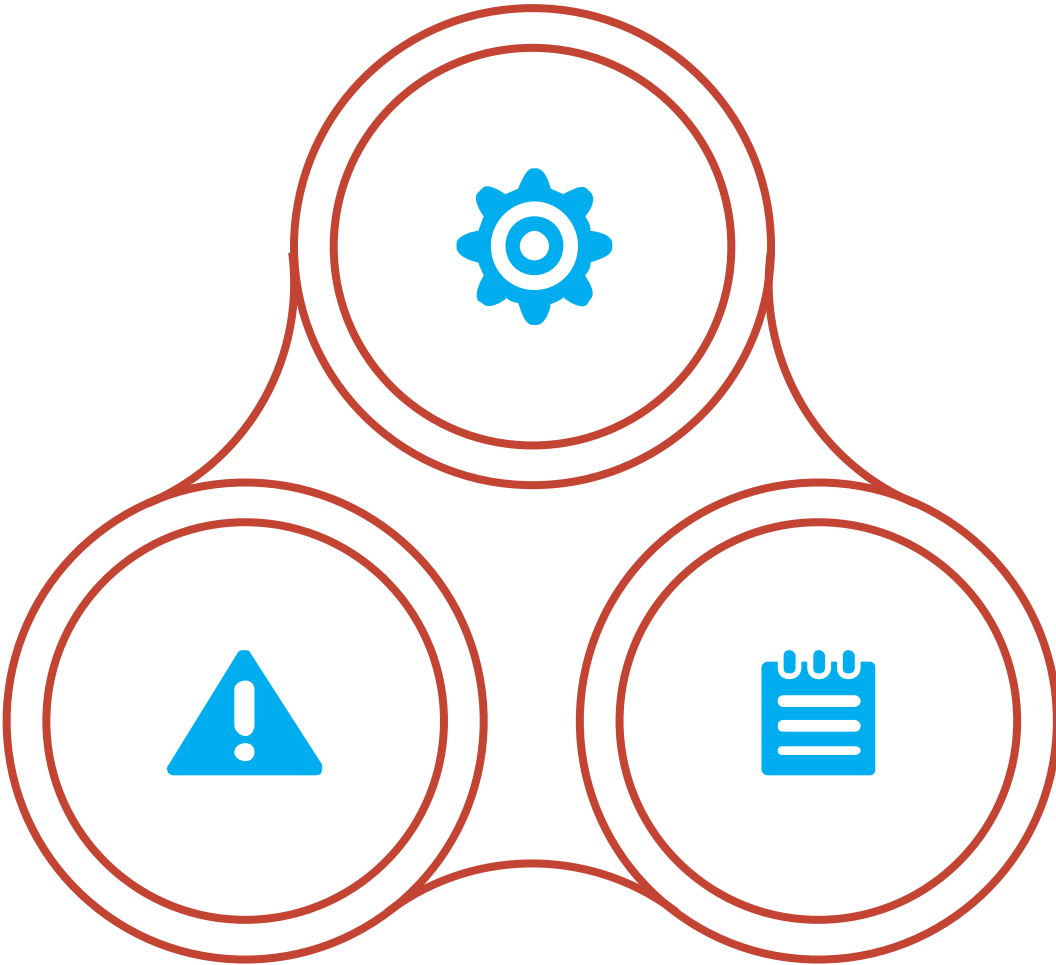
# An upgrade that synchronized

- Overview
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Continued support by upgrading Oracle EBS from 11.5.9 to R12.2.5 was the first and most obvious goal. But an upgrade without efficiency is ineffective. And so, we identified other pain points we wanted to address with this upgrade:

Inefficiencies in the processes of costing, manufacturing and inventory

Lack of visibility for seamless order fulfilment



Lack of streamlining in the IT systems of their food division



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**Solution**

Impact and Key Highlights

Though the challenges seemed diverse, there was one solution to it all – synchronization. Essentially, through our solution, we aimed at synchronizing their systems and processes with those of their vendors, and refining areas that would help them work together.

Our strategy was:

To **redesign processes** which:

- Enabled a self-serviced tracking and updating mechanism for suppliers using iSuppliers
- Streamlined perpetual inventory, owned and unowned inventory, and costing processes

To **offer real-time visibility:**

- Through our solution design for tracking Available to Sell (ATS) quantities for present as well as future dates

To **standardize the systems** by:

- Implementing a global order processing and tracking solution by combining EBS and 3rd Party Supplier Applications
- Implementing EBS for the food division to standardize manufacturing operations



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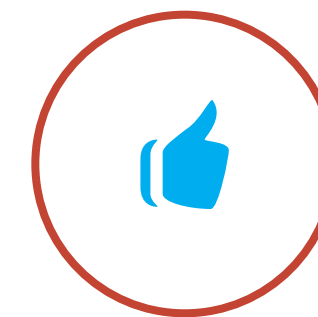
Impact and Key Highlights

Our multi-tasking solution led to their systems integrating and working as one with those of their suppliers. And this synchronization led to:



## Happier suppliers

Due to improvements in procurement and inventory process, leading to **50% improved collaboration** with suppliers and real-time visibility of consigned stock for both parties



## Happier stakeholders

Due to cost optimization in the form of **20% improvement in accuracy and efforts**



## Happier customers

Because of an improved order promising engine that **improved order fulfilment by 12%** and on time delivery by **9%**



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In a world of mass production, customization is often viewed as a value-add. But when it comes to digital IT, customization can add to complications, especially when you're operating supply chains, at scale.

Our client is a global conglomerate with diversified products and services including power, industrial & social infrastructure systems, elevators & escalators, electronic components, semiconductors, hard disk drives, printers, batteries, lighting etc. Theirs was the classic case where 'custom' did not necessarily mean efficient. With the optimizations we put into effect to address this, they were able to achieve 22% cost savings in their spare parts inventory.



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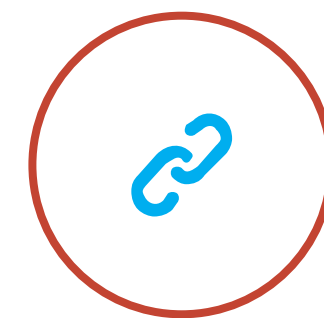
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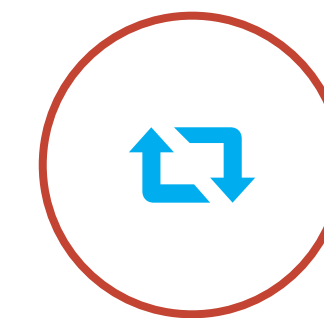
For this client, the upgrade they needed was not a simple version to version. Their biggest challenge was the fact they operated on multiple custom IT systems.

Both experience and expenditure were affected – multiple systems meant multiple loose ends, and cost leakages.



## Need for integration

So, our first challenge was to integrate all the IT systems across their supply chain lifecycle into one global ERP system to address the experience. Adding a level of complexity of this integration was the fact that we had to also upgrade all these systems from Oracle EBS 11.5 to 12.2.6.



## Need for re-organization

Despite the complexity, we knew we couldn't stop with a simple standardization of their IT systems, as that was only part of the problem. We also had to also re-organize their business processes to introduce cost optimizations through consistency and cloud adoption.



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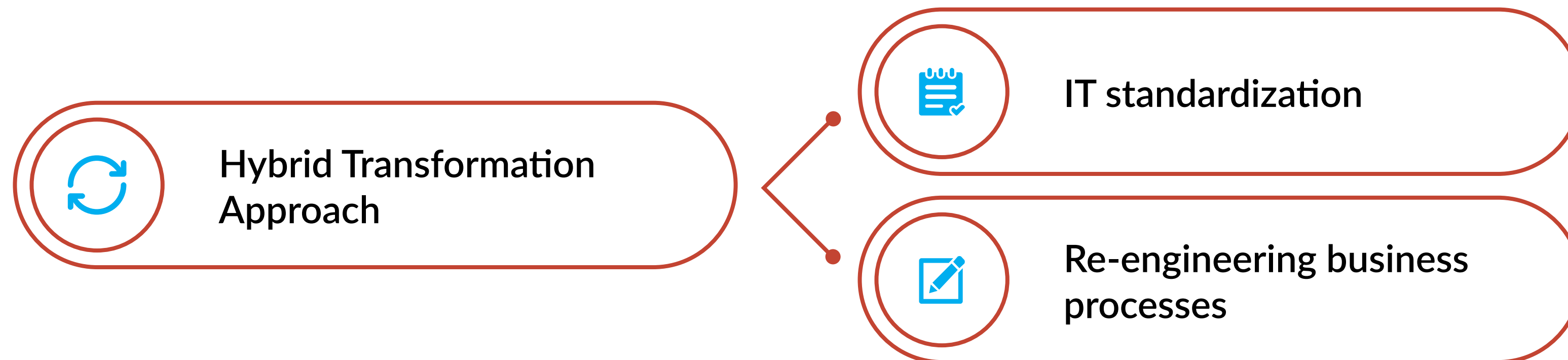
**Solution**

Impact and Key Highlights

This unique task meant we had to adopt a **hybrid transformation methodology**, to standardize the 'custom' approach.

On one hand we would address the experience issues through **IT standardization**, by upgrading and reimplementing ERP with Oracle EBS 12.2.6, on Cloud Infrastructure.

And on the other, we also worked on **re-engineering their business processes** to fit all their business models in one common platform, across 6 business domains of Idea to Opportunity (I2O), Opportunity to Quote (O2Q), Quote to Commitment (Q2C), Service To Customer (STC), Demand to Deliver (D2D) & Record to Report (R2R).





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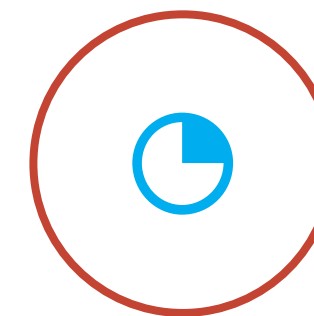
Impact and Key Highlights

With our technical and project management capabilities, we were able to consolidate over 11TB of data on the latest version with minimal business disruption. We also delivered a performance improvement of 60% in 'Extract-Track-Load' execution.

Some of the **tangible cost benefits** we passed on to our client included:



**22% cost savings** in spare parts inventory with reverse supply chain optimization



Reduction in overall **total cost of ownership by ~15%** with cloud infrastructure adoption

By getting rid of the custom-built approach, our strategy also allowed us to introduce systemic qualitative improvements through standardization for our client, including:

- Standardization of their business processes on a global scale
- Coalescence of their global accounting & reporting into a fully integrated global process
- Simplification of their complex field service & supply chain customizations by replacing them with out-of-the-box EBS features
- Replacement of their custom expense management solution with globally accessible iExpense module
- Improvement in tax compliance with a uniform and single source tax implementation

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