

Oracle E-Business Suite R12

Streamlining your Journey with a Pre-Prepared
Quality Management Solution

November 2012
The Business Case for Original software



Original Software

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Destination Oracle E-Business Suite Release 12

Embarking on a journey to Oracle E-Business Suite Release 12 may be a step you would prefer to avoid, especially if your environment is stable and your business is running smoothly. **It's an expensive, disruptive and time-consuming** exercise, dominating an organisation for several months and demanding a significant budget.

But the fact is you have little choice. **Extended Support for Release 11 ends in November 2013** and, with your business relying on Oracle applications, you can't afford to take the chance of running an unsupported release after that date.

Clear Benefits

However, let's not forget that there are benefits to upgrading to Oracle E-Business Suite Release 12 both for your business users and the IT staff that support your applications.

Business users can take advantage of over 1,200 new features. There are significant enhancements to procurement, supply chain management, human capital management, customer relationship management and, in particular, finance. The additional functionality promises both greater efficiency and compliance through improved business processes.

From an IT perspective, depending on your particular implementation, the increase in functionality could simplify user support, by reducing the number of customisations that are needed.

Release 12 also includes Oracle Application Server 10g, which offers deeper integration with Oracle Fusion Middleware components, greater adoption of web services and simplified operational and administrative capabilities. Plus, there is the all-important extension of support.

Difficult Journey

Nevertheless, the journey to Oracle E-Business Suite Release 12 is not an easy one. **It's a big release.** Despite offering long-term benefits the major enhancements will concern business users in the short-term, several core functions have been totally re-engineered and, depending on your environment, the upgrade may necessitate hardware, operating system and database changes. Maintaining business as usual will be a major challenge.

Despite the technical considerations to the upgrade, **it is a business problem** and will require significant effort from business users for it to be deployed successfully. And, with support ending in November 2013, there isn't long to complete it.

Plus, it's only the start. **Fusion is on the horizon** and more upgrades will be needed. Whether or not you are currently planning to move to Oracle Fusion Applications in the future, it makes sense to factor the upgrade path into your plans and put in place repeatable processes that will ease future upgrades.

This business case examines the challenges you face on your journey to Oracle E-Business Suite Release 12 and how Original Software can help you successfully address them. As you read through it we hope you will agree that there are compelling reasons for exploring our solutions further.

The scale of the challenge

Upgrading to Release 12 is big, including:

➤ Over 1,500 new features	➤ Nearly 60% of the new features in financials
➤ Around 40 standard APIs removed and 15 changed	➤ Major changes in tax management and sub ledger accounting
➤ Around 700 standard database objects removed and 400 made obsolete	➤ Approximately 100 standard forms removed and 200 form blocks changed
➤ A minimum of 1-3 CRPs, one SIT and one UAT	

Meeting the Challenges

Original Software helps you meet the challenges of upgrading your Oracle applications by providing a pre-prepared Quality Validation and Management solution that is specifically designed for Oracle E-Business Suite Release 12 and also supports organisations migrating from earlier releases.

The solution is based on our innovative and proven suite of **integrated, configurable, code-free software quality assurance** systems, which include comprehensive and sophisticated manual testing and test automation features. Because our solution is code free, business users can test more rapidly and efficiently, without the need for IT support.

Based on our in-depth knowledge of Oracle E-Business Suite Release 12, we have included a pre-configured project flow that accelerates both project inception and execution and can easily be extended to reflect the specific needs of your company. This management and knowledge repository is fully integrated with our class leading support for manual testing and full test automation.

Finally, we have developed strategic partnerships with key specialists. As a result, our solution includes powerful tools for rapidly identifying the impact of new functionality, as well as standard test packs that fast-track testing.

As a result, we help you meet the four key challenges every organisation faces when upgrading mission critical business applications. The ability to:

- **Deploy flawlessly** and guarantee that the upgraded applications continue to meet business requirements, so that no disruption occurs
- **Execute efficiently**, ensuring the entire upgrade process is managed as productively as possible
- **Deliver swiftly**, enabling you to meet the end of support deadlines.
- **Minimise costs**. With more efficient processes, better use of resources and greater control costs can be reduced by 25%, making your budgets go further and providing you with a faster return on investment.

In addition, because it has been specifically designed for Oracle E-Business Suite Release 12, we can help you implement our solution in days, so you are productive immediately.

Deploy Flawlessly

All upgrades are risky and major upgrades such as Oracle E-Business Suite Release 12 are riskier than most. Our solution provides you with the knowledge, tools and processes you need to minimise risk and maximise confidence that go-live will be flawless and there will be no business disruption.

A powerful comparison engine enables two or more instances of the Oracle E-Business Suite to be compared and all the differences reported. Using it you gain a thorough and detailed understanding of technical and functional changes, as well as customisation areas. With this understanding you can plan and prepare a more comprehensive quality plan.

When there are significant changes to functionality, manual testing is initially more appropriate than automated testing. With our solution existing business processes can quickly and easily be captured to **create prompted, repeatable manual scripts that increase test accuracy**.

Meeting the Challenges

As scripts are executed all faults and errors are automatically documented. Screen, input, database, test status and performance information is captured, providing a complete record of all tests and eliminating the need for manual recording. At the same time, immediate and detailed diagnostics ensure all faults are addressed. Once established, manual tests can be turned into automated scripts with just a few mouse clicks.

The integrity of your database is critical to the smooth running of your applications. So our solution tests the effects of test processes on your database, identifying any problems and providing in-depth and independent verification.

We also enable confidential data to be scrambled so that copies of production data can be used for testing, without contravening privacy or other regulatory requirements.

In addition, as testing progresses, there may be many iterations. Our solution guarantees consistency at each stage by ensuring that all previous changes are applied to the testing environment.

Execute Efficiently

Upgrades are complex projects, so it is vitally important they are managed effectively. With a single platform for managing requirements, planning and scheduling, resources, test execution, defects and reporting, **our solution eliminates spread sheet hell** and its inherent errors and anomalies.

Having a single platform increases efficiency and minimises costs, because you spend your time managing the project, not collating data from multiple departments and systems.

- Improve resource utilisation with comprehensive functions for assigning staff to tasks and assignments
- Reduce business involvement by using prompted scripts for Conference Room Pilots
- Increase collaboration by providing instant visibility of the project and its status to all team members
- Act faster with automatic alerting when changes are made
- Easily monitor Service Level Agreements (SLAs) with dashboards and metrics
- Isolate and correct problems quickly with sophisticated drill-down capabilities
- Improve compliance with an end-to-end audit trail of all activities and changes.

Our solution also improves accuracy, because you only need one tool to record, manage and action all:

- Tasks
- Activities
- Scripts
- Conference Room Pilots, Software Integration Tests and User Acceptance Tests
- Results/Defects
- Resources.

Plus, it improves decision making, because you always have access to complete, up-to-date, accurate information and can quickly report on it.

In addition, once all the information is recorded in our platform, you can quickly re-use it for future patches and upgrades to your Oracle E-Business Suite applications, saving more time, effort and expense in the future.

Meeting the Challenges

Deliver Swiftly

Time is never on your side with upgrades. And it's particularly true for Oracle E-Business Suite Release 12, with its November 2013 support deadline. That's why our solution has comprehensive capabilities that **help you accelerate the testing and upgrade process, without compromising quality.**

We've also made sure it's fast to implement, easy to tailor to your specific requirements and intuitive to learn. Plus, it's pre-configured with an Oracle E-Business Suite Release 12 upgrade workflow. As a result, putting it in place won't interfere with your project schedule. In a matter of days you can be taking advantage of the considerable benefits.

Fast-start finance test packs, including General Ledger, Accounts Payable, Accounts Receivable, Assets Register and Cash Management, are incorporated. They can be used as they are or quickly modified, saving you the time and effort of creating your own test scripts.

Our powerful comparison engine enables you to quickly understand where there are changes in the new revision, allowing you to prioritise where the most testing is needed and avoid wasting effort on areas where little or no changes have been made.

Unlike other testing solutions, you won't need programmers to create test scripts. Absolutely no code is required. That sets business users free to record, modify and execute sophisticated scripts themselves, eliminating bottlenecks and accelerating test iterations.

With our unique self-healing technology users can run existing scripts against new versions of Oracle applications and automatically produce updated scripts, minimising maintenance effort and maximising re-use.

Once manual scripts have been created and validated for the first CRP, it's quick and easy to automate them. It only takes a few mouse clicks - and it's just as easy to add data sets and validation. Consequently, you can not only accelerate and reduce the resources required for subsequent CRPs, you can also re-use the scripts to streamline future patch updates and release upgrades.

In addition, we've included a unique and very powerful data roll-back feature in our testing solution. After a test or series of tests are completed, the data used can be reset to the state it was in before the test took place in moments. Consequently, tests can be repeated extremely quickly and easily, reducing the time and effort involved.

Minimise Costs

All **upgrades are costly** and upgrading to Oracle E-Business Suite Release 12 will be costlier than most. It has significant enhancements, re-engineered core functions and hardware, operating system and database changes may also be required.

Testing and validation account for the lion's share of the cost of any upgrade project. They are where the majority of time is spent and the most resources are used.

Meeting the Challenges

For example, based on Oracle's own estimate that an upgrade to Oracle E-Business Suite Release 12 will require three conference room pilots (CRPs) and a user acceptance test (UAT)ⁱ, and assuming a typical test team of ten business users, four business analysts, two project managers, five IT quality assurance people and four developers/bug fixers, we estimate the total cost would be in the region of **\$600,000**.

Testing and validation also represent the biggest risk and cause the most issues. According to a 2012 Oracle Americas User Group survey on enterprise application/ERP suite upgrade strategiesⁱⁱ, when asked to identify the biggest risks to an upgrade, 63% of respondents cited testing and 61% cited limited staff.

By enabling you to deploy flawlessly, execute efficiently and deliver swiftly, our solution reduces both the risks and costs significantly. Based on the activities and team size mentioned previously we estimate that a medium sized organisation could **save 26% of the overall cost or an estimated \$151,545** (see figure 1).

In fact, from our experience with existing customers, needing only three CRPs is optimistic given the complexity of upgrading to Oracle E-Business Suite Release 12. A minimum of four is more likely, with as many as eight or more being needed in some cases. As the number of CRPs increases the savings from using our solution increase too.

Plus, using our solution is a long-term investment that delivers continuous savings. Assuming 4 patches a year, we estimate an organisation **could save a further 42% or \$123,000 of costs per annum** (see figure 2). Therefore, using it to underpin an upgrade to Oracle E-Business Suite Release 12 could **result in a \$270,000 saving in the first year**.

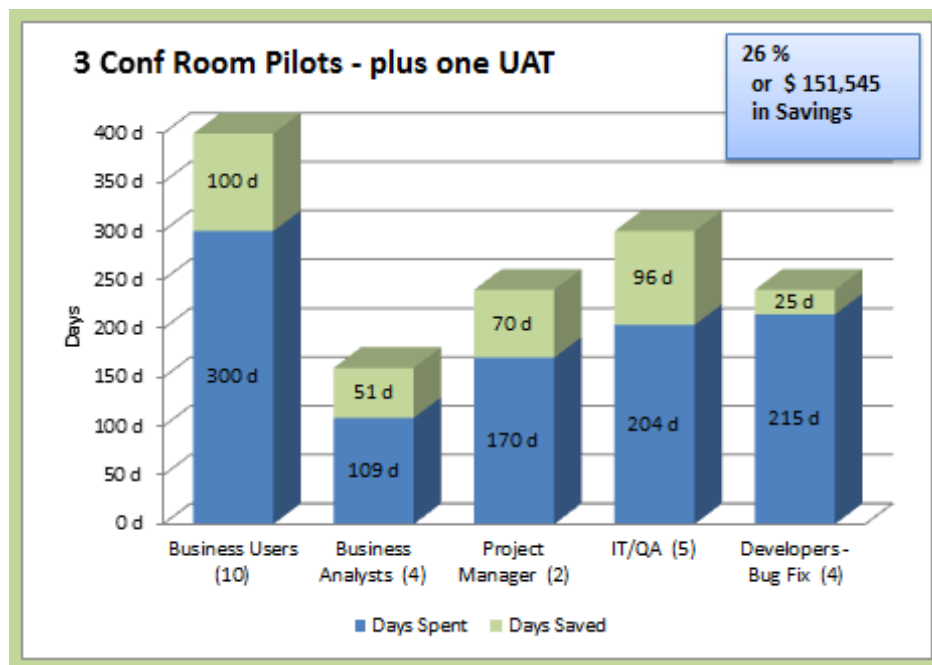


Figure 1 – Labour cost savings using Original Software (Based on the number of resources shown)

Meeting the Challenges

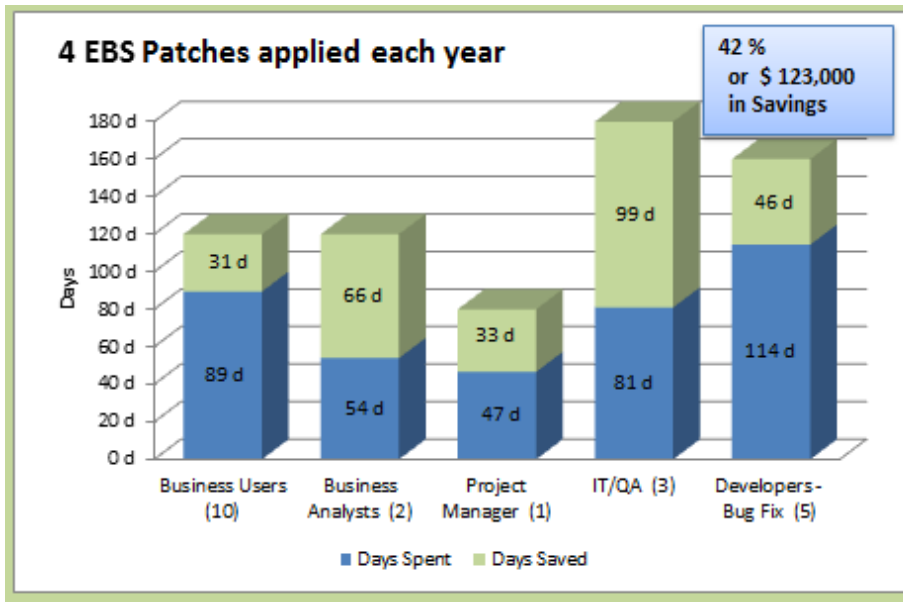


Figure 2 - Labour cost savings using Original Software (Based on the number of resources shown)

Your Notes

Challenge Us

If you are running an earlier version of the Oracle E-Business Suite you have little option but to upgrade to Release 12 and do it quickly. There are many good reasons for doing so but equally, with the significant number of changes in the release, it's a major undertaking.

At Original Software we have used our products, knowledge and partnerships to create a tailored solution that can significantly streamline your journey to Oracle E-Business Suite Release 12.

At the same time, deploying our solution **enables you to create a reusable testing** framework with a library of reusable scripts that can be used to jumpstart and automate future projects.

We are confident our solution can help you deliver a high quality outcome to your upgrade project while accelerating the process and optimising resources. We are also sure we can deliver significant cost savings for you.

We have developed an Oracle E-Business Suite Release 12 calculator that can quickly and clearly show you the likely cost savings and return on investment you would gain from deploying our solution. ***Challenge us by investing a little of your time to calculate your own ROI!***

Contact us now...

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Original Software Ltd - www.origsoft.com

Original Software is the world-leading provider of application quality management solutions since 1997. We have a tailored solution for your upgrade or patches to Oracle E-Business Suite R12. Implement in days – be productive immediately.

ⁱ Source: Best Practices for Upgrading Oracle E-Business Suite, July 2011

ⁱⁱ Source: ERP upgrades: What's your philosophy? 2012 OAUG survey on enterprise application/ERP suite upgrade strategies. By Joseph McKendrick, Research Analyst. Produced by Unisphere Research, a Division of Information Today, Inc. February 2012