

O2 Works

Putting Oracle to Work

Oracle E-Business Specialists

Managing a Successful R12 e Business Suite Upgrade A
Repeatable Methodology to Help Ensure Success

Atlanta Oracle Applications Users Group Meeting – April 17, 2009



ORACLE PARTNER



Overview

- Introductions and Audience survey
- Why upgrade?
- Challenges to overcome
- Upgrade types
- R12 Experience / Why it is different
- Upgrade process and planning
- Keys to Success – Process Components
- Resources
- Methodology
- Other Information sources

Introduction - Speaker

- Art Dowd, Consulting Director, O2Works
 - Former VP of IT for Hospitality Company
 - Extensive business background
 - Implemented / Upgraded Oracle eBus Suite
 - 10 years with Oracle Applications
 - Experience with Oracle Consulting and two well regarded Oracle Applications consulting firms

Audience survey

Role

- Technical – DBA
- Technical – Developer
- Project Manager
- Business Process Owner
- Super user
- End user

Apps Release level

- 10.7
- 11.0.3
- 11.5.1 → 11.5.7
- 11.5.8 or 11.5.9
- 11.5.10

Why Upgrade?

- Per Oracle, when there is compelling business reason to do so
 - New features and functionality to assist business
 - Change in business direction; keep IT aligned
 - Replace customizations and bolt ons with standard features
- Take advantage of Tech. stack improvements
- Obtain better support when patched current
- Be “Fusion ready”
- Stay “in” support

Application support

| Release | GA Date | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|-----------------|-----------|----------------------|-----------------------|-------------------------|
| 11.0.3 | May 1999 | Feb 2007 | Not Offered | Jan 2009 |
| 11.5.1 – 11.5.6 | | Jul 2006 | Not Offered | Indefinite |
| 11.5.7 | May 2002 | May 2007 | Not Offered | Indefinite |
| 11.5.8 | Nov 2002 | Nov 2007 | Not Offered | Indefinite |
| 11.5.9 | Jun 2003 | Jun 2008 | Not Offered | Indefinite |
| 11.5.10 | Nov, 2004 | Nov, 2010 | Nov, 2013 | Indefinite |
| R 12 | Jan, 2007 | Jan, 2012 | Jan, 2015 | Indefinite |

Oracle E-Business Suite Releases 11i10 and 12 will each have a direct path to the applications built on Oracle Fusion Middleware.

For the first year of Sustaining Support for release 11i9, Oracle will provide fixes for Severity 1 production bugs. The only legislative update that will be provided is for U.S. Tax Form 1099 for the 2008 tax year.

Application support

Premier Support – covers five years from the general availability date

- Provides maintenance and support of your Oracle Database, Oracle Fusion

Middleware, and Oracle Applications covering:

- Major product and technology releases
- Technical support
- Updates, fixes, security alerts, data fixes, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts
- Certification with most new third-party products/versions
- Certification with most new Oracle products

Extended Support - an extra three years of support for specific Oracle releases for an additional fee.

Sustaining Support – With sustaining Support, you receive technical support, including access to online support tools, knowledge bases, and technical support experts. (Metalink and phone support)

Database & Fusion Middleware Support

| Release | GA Date | Premier Support Ends | Extended Support Ends | Sustaining Support Ends |
|----------------------|-----------------|----------------------|-----------------------|-------------------------|
| DB 9.2 | Jul, 2002 | Jul, 2007 | Jul, 2010 | Indefinite |
| DB 10.1 | Jan, 2004 | Jan, 2009 | Jan, 2012 | Indefinite |
| DB 10.2 | Jul, 2005 | Jul, 2010 | Jul, 2013 | Indefinite |
| DB 11.1 | Aug, 2007 | Aug, 2012 | Aug, 2015 | Indefinite |
| Fusion | GA Date | Premier | Extended | Sustaining |
| <i>9iAS R2 9.0.2</i> | Apr, 2002 | Jul, 2005 | Not Offered | Jul, 2008 |
| <i>9iAS R2 9.0.3</i> | Oct, 2002 | Jul, 2005 | Not Offered | Jul, 2008 |
| <i>10g 9.0.4</i> | Dec, 2003 | Dec, 2006 | Dec, 2008 | Dec, 2009 |
| <i>10gR2</i> | Jan – Oct, 2005 | Dec, 2009 | Dec, 2011 | Indefinite |
| <i>10gR3</i> | Jan – Oct, 2005 | Dec, 2009 | Dec, 2011 | Indefinite |

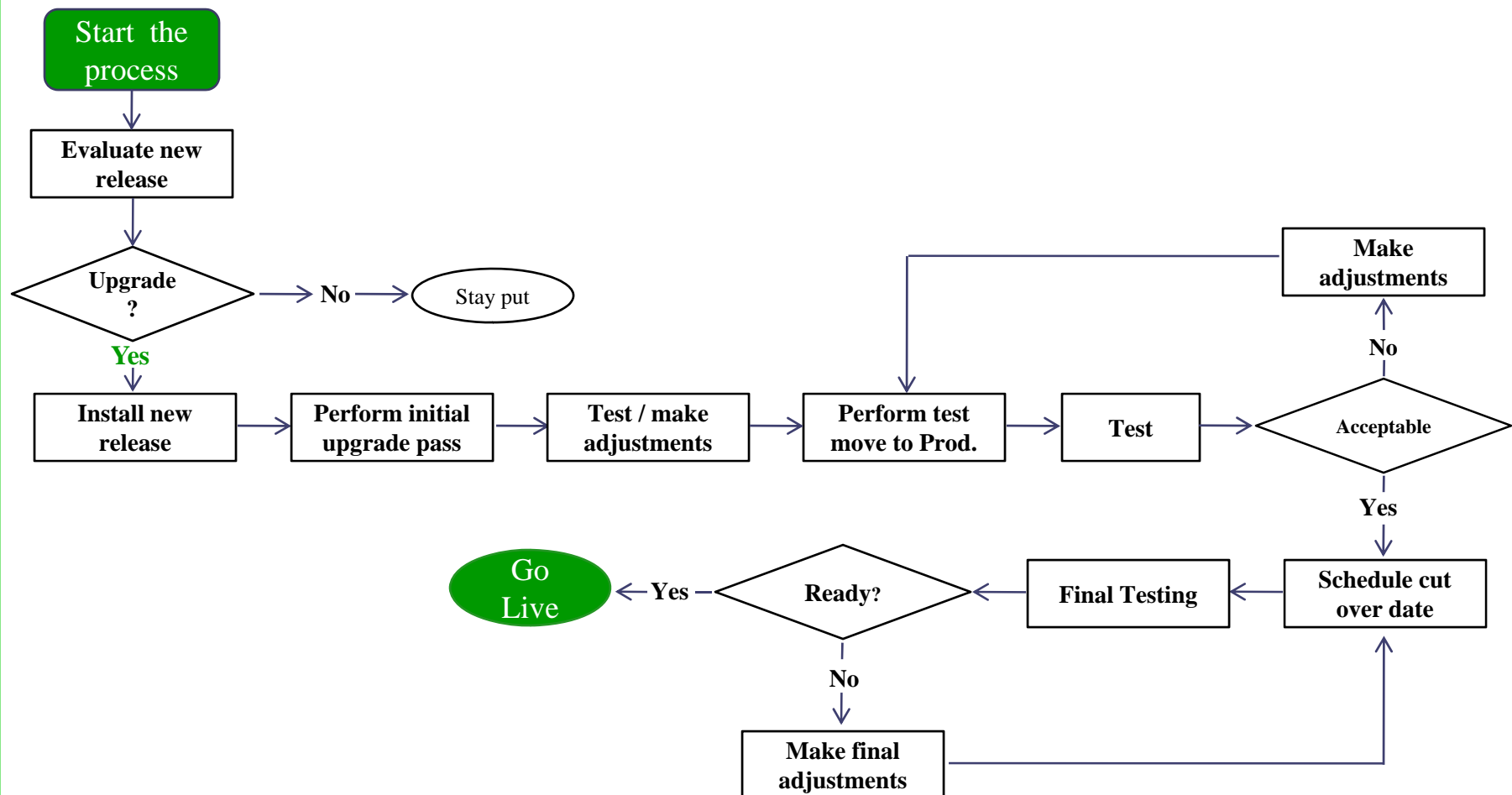
Challenges to Overcome- Technology

- Potential impact to existing production operations
 - Customizations, extensions, modifications, interfaces
 - 3rd party bolt-ons
 - Changes to standard functionality
- Sometimes things don't always work the first time
- Other components of the technology stack could change or require change
- Hardware / Infrastructure may be inadequate
- Downtime window could be prohibitive
- Bad data / lots of it

Challenges to Overcome - Resources

- Executive sponsorship
- Not enough staff to handle the project and day to day business as well as support
- Hardware Environments
- Training capacity
 - Resources & skills
 - Tools
 - Understanding of new features / functionality
- Testing
 - Knowledgeable testers
 - Relevant scripts

Typical Upgrade Process Flow



Upgrade Type

- **Technical upgrade only**
 - Focus on the tech stack
 - Led by DBA / Tech team with little functional support
 - Functional impact = testing and potentially training
 - Less expensive option
 - Common with dot release upgrades
- **Full Business-led Upgrade**
 - Aligned with Business objectives
 - Inclusive, wide-ranging project across IT and Business
 - Requires more Executive Sponsorship
 - Investment in the IT / Business needs
 - ROI expectation

Why R12 is not your standard upgrade

- User Interface overhaul will change to look and feel of the applications for everyone
- Certain modules had significant modifications and enhancements to features and functionality
 - General Ledger
 - Accounts Payable / Payables
 - Accounts Receivable
 - Procurement services

... generally the modules with the most users
- Reporting tools have been impacted

The screenshot displays the Oracle Expense Reports interface. It features a navigation bar with 'EXPENSES' and various menu options. Below the navigation bar, there are buttons for 'Create Expense Report', 'Report Spreadsheet', and 'Export Spreadsheet'. The main content area is titled 'Track Submitted Expense Reports' and includes a table of reports. Below this table, there is a section for 'Update Expense Reports' with another table and a 'Notifications' section.

| Report Number | Report Submit Date | Report Status | Last Report Status Activity (Days) | Receipts Current Approver Status | Report Total (USD) | Purpose | Duplicate | Withdraw |
|---------------|--------------------|---------------------------------------|------------------------------------|-----------------------------------|--------------------|-------------------------|-----------|----------|
| | | Pending System Administrator Action | | 0 Expenses Administrator | 0.00 | Client visit - Seatt... | | |
| Exp18982 | 30-Sep-2005 | Pending System Administrator Approval | | 1 Andretti, Mr. Evan/Not Required | 287.87 | | | |
| Exp18982 | 27-Sep-2005 | Pending Manager Approval | | 3 Andretti, Mr. Evan/Not Required | 8.00 | Test | | |
| Exp18982 | 27-Sep-2005 | Pending Manager Approval | | 3 Andretti, Mr. Evan/Not Required | 41.00 | | | |

| Report Number | Report Date | Status | Report Total (USD) | Purpose | Update | Duplicate | Delete |
|---------------|-------------|--------|--------------------|-------------------------|--------|-----------|--------|
| Exp18982 | 29-Sep-2005 | Saved | 168.00 | Client visit - Seatt... | | | |
| Exp18982 | 29-Sep-2005 | Saved | 100.00 | Travel | | | |

Notifications

| Select From | Subject | Sent | Due |
|------------------|---|-------------|-------------|
| Frost, Mr. Jamie | Expense 111.518414 For Frost, Mr. Jamie (2,000,150) | 21-Sep-2005 | 29-Sep-2005 |

R12 Lessons learned

- **Finance / GL**

- **User Interface - Very different look and feel.** Similar to PeopleSoft. Will require more training and getting used to.
- **Sub ledger Accounting (SLA) for Operating Unit flexibility**
- **E-Business tax setups** for each financial module have been removed and are now centralized.
- **Multi-Org Access Control (MOAC)** - Provides role based access to Operating Units. It can be confusing and dangerous to set up due to access to multiple operating units
- **Check out the critical reports early** - Trial balances, sub ledger accounting, etc. are different with the XML /PDF output. Many reports no longer exist. New setups are needed in Sub Ledger Accounting (Open balance definitions) and some new templates

R12 Lessons learned

- **Accounts Payable**
 - **Invoice workbench and Invoice Processing.** New look and feel for the workbench. Includes old
 - **iPayment** functionality now included and affects vendor consolidation for AP, CE, and Advanced AR
 - **iSupplier portal integration** had been rough when product was first released. Has been cleaned up, but test thoroughly.
- **Project Accounting**
 - Projects distribution processes no longer require dynamic insertion be enabled for the GL structure.

R12 Lessons learned

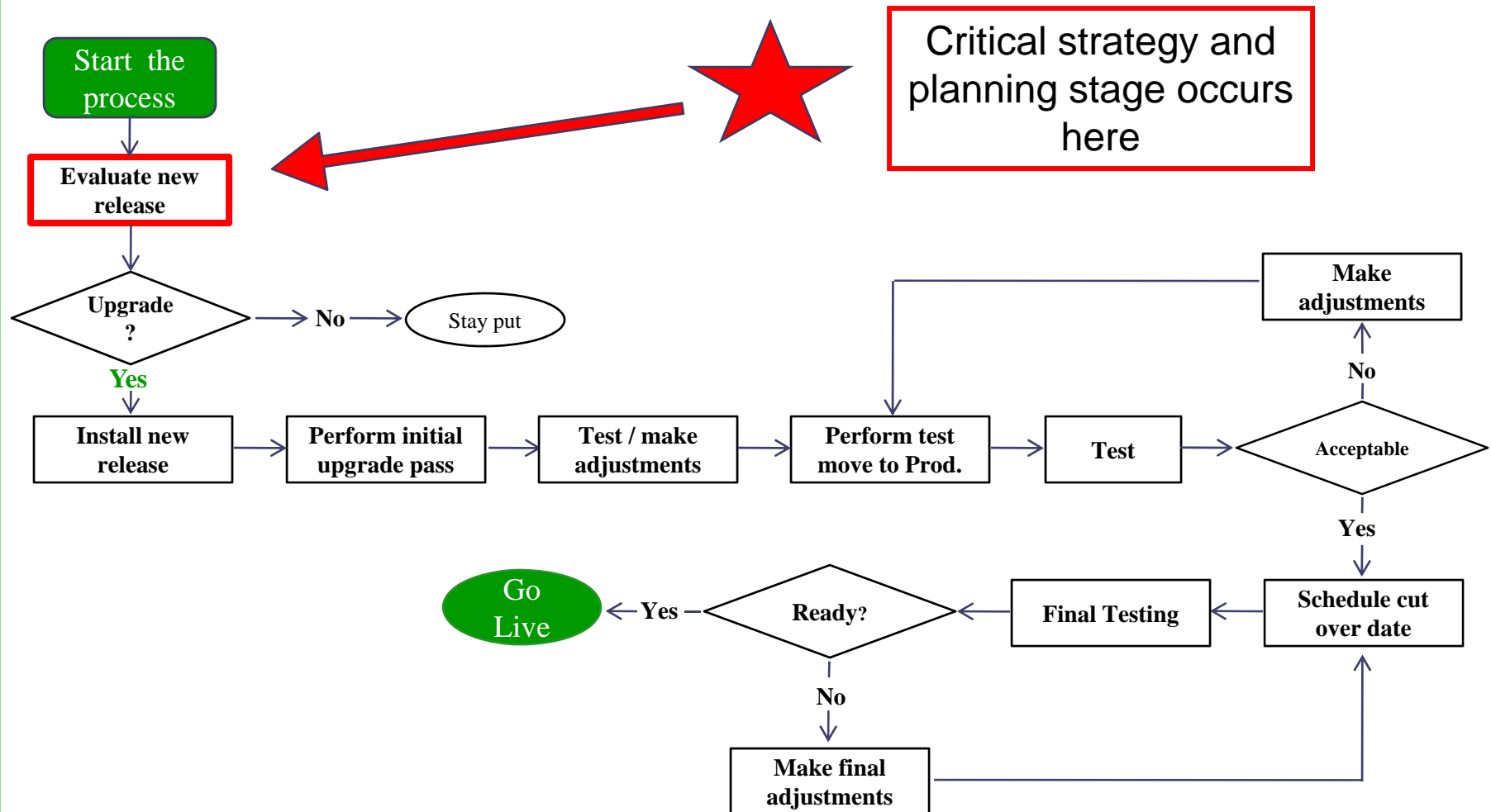
- **Project Accounting**

- Sub ledger accounting (SLA) still requires configuration of Projects Auto Accounting as well as PO, supplier invoice and expense report Account Generators. You can change the account using Sub ledger but the “default account” is still built using one of these methods
- Tax code defaults are gone from Projects implementation options. They are now handled using the tax engine.

R12 Lessons learned

- **Oracle Business Intelligence Enterprise Edition**
 - **Confirm OBIEE environment technical requirements** for Web Server, Portal, Oracle Internet Directory (OID), Operating System
 - **Oracle Fusion Intelligence is not certified on Linux.** Could not implement.
 - **Confirm OBIEE hardware requirements.** Requires single installation on a high-performance server
- **Web ADI**
 - Lost functionality/issues: Desk Top ADI > WEB ADI
 - When moving from Desktop ADI to Web ADI, you lose the ability to create financial statements in ADI

Upgrade Flow – Key step



Upgrade Planning

Planning process needs to be comprehensive and inclusive of Business alignment and technical aspects

- Areas to evaluate include:
 - Upgrade extent
 - Business alignment
 - Hardware / platform / network capacity
 - Human resource availability – who and when
 - Training capacity and tools
 - Application support
 - Testing strategy and experience
 - Oracle product strategy
 - Project planning and management capacity

How to Ensure Success - Build a Repeatable Process

- **Secure** - Active Executive sponsorship and support
- **Communicate** – Transparent reporting on Progress
- **Gather** - Proper Materials
- **Recruit** - The Right Team Members
- **Organize** - Create and Update Critical documents
- **Analyze and Plan** – Use Iterative Method (3 rounds)
- **Execute** -A Serious and Dedicated Testing Process
- **Experience** - Have a leader , bring back the vets

Tip - Archive work from previous iterations

Secure Executive Sponsorship

- Who is the 800 lb. Gorilla?
 - High visibility buy-in
 - Support – active is better
 - When you really have to have a decision...
 - Helps control scope creep
- Does the project have legs?
 - Is it aligned to the current business objectives
 - Strategic
 - Return On Investment

Communication

- Have a comprehensive plan
 - Understand the frequency
 - By what method / means
- Know your audience
 - What are they interested in
 - Share relevant knowledge
- Set the tone
 - Be transparent
 - Positive
 - Recognize the value
 - Focus on what upgrade will provide to business

Gather Proper Materials

- From Metalink:
 - Release Content Documents for all Releases between where you are and where you want to be (for module leads only).
 - Latest *Implementation* guides for each module in production or moving to production
 - Latest *User* guides each module in Production or moving to production
 - Secure Passwords and Access for whole team
 - E-Business Suite R12 Information Center
 - E-Business Suite Upgrade Guide – Metalink note 461705.1

Proper Materials (cont.)

- List of Customizations and Extensions
 - Include all reports, forms, views, extracts, triggers, etc
 - List of custom reports (in all forms)
 - Interfaces
 - Workflow/Account Generator Definitions
 - Oracle supported extensions
 - Anything that touches Oracle that didn't come shipped from Oracle Corporation
 - Disconnected Spreadsheet (for OIE)
- Detailed design documents for all of above
- Be prepared for some “unknown” customizations

Custom code change quagmire

- **Oracle's R12 Upgrade:** Most code upgraded seamlessly, but...
- **Custom Code Requiring Changes during :**
 - **Forms:** ~10% of forms and libraries needed touching
 - **Reports:** ~1% of reports needed touching
 - **C code:** ~20% of C code needed touching
 - **Java code:** ~1% of overall Java code needed touching
 - **JSP's:** ~50% of JSP's needed touching
 - **AutoConfig** Configuration Customizations
 - **Development Tools:** compilers, Forms/Reports Builder 10.1.2, JDev10.1.3

Source: Ray Lin - Customer Service Support Manager: Oracle E-Business Suite Release 12 Upgrade

Proper Materials – Tools

- Library of Test Cases
 - Detailed test scripts
 - Include and use cases from past 11i Implementation or upgrades
 - Be prepared to add some test cases for new features or functionality
 - Modify test cases to reflect new or changed functionality
 - Make sure your test cases have specifics about test data and expected results
 - Check them back in to the library for next time

Proper Materials - Hardware

- Hardware, Software, and Network
 - Space for Test, Dev, Training Environments
 - Cloning skills
 - Scale-able instance strategy
 - Adequate high speed storage / recovery capabilities
 - Shared Project Folder or Space
 - Mac and PC if necessary
 - Ability for Oracle Support Access if Necessary (ODC or Net meeting)
 - Adequate network bandwidth / throughput
 - Remote access via secure VPN

Proper Materials – Hardware (cont.)

Definition of Current State of Production

- All components of the tech stack
 - Browser Version
 - Database
 - App server
 - Discoverer
 - Self Service Framework
 - Approvals Manager
 - Desktop OS
 - Version of ADI
 - Version on tools

Extended Team - Responsibilities

Management / Executive Sponsor

Project Manager

| | | | |
|------------------|----------------------------|-----------------------------|-------------|
| Technical Lead | Business Analyst Fin. Apps | Business Analyst SC & Other | Trainer |
| DBA / Sys. Admin | Developer / Analyst | Business Process Owners | Super Users |

Help Desk / Network Support

End Users / Testers

Team Members and Skills - Technical

- **DBA(s) and duties**
 - To review Patching instructions, current state and pre-requisites
 - Develop upgrade instance strategy / validate space
 - Create test environment
 - Perform initial timings for patch application
 - To apply Patches for the Patch
 - Creation of Testing Environments
 - Incremental Backups
 - Production Cutover

Team Members and Skills – Tech (cont.)

- **Technical lead**
 - Develop technical plan
 - Review architecture and Instance strategy
 - Schedule development work
 - Assess technical training needs
- **Developer Analysts**
 - Review customizations, extensions, interfaces
 - Work with functional resources to reconstruct necessary CEMLI's
 - Modify / update /remove CEMLI's
 - Develop and test code

Team Members and Skills – Tech (cont.)

- **Network Specialists**

- Troubleshoot, and resolve any network bandwidth issues
- Push out new versions of any necessary client software
- Participate in load testing sessions
- Provide remote Access for non-employee personnel

- **Help Desk Personnel**

- Assist with Testing New Features
- Help create a FAQ list for users
- Update Account and Description

Team Members and Skills

- **Project Manager / Team Leader**
 - Construct Initial Project Plan and Budget
 - Obtain Necessary Materials
 - Recruit, Build and Manage Project team
 - Develop and Administer Communication Plan
 - Log, Escalate, and report on Issues and Risks
 - Develop Cutover Plan
 - Manage Adjustments to the Plan
 - Drive the Development of Master Impact List

Team Members and Skills – Functional

- **Super Users (Functional)**
 - Review RCDs for new features and changes
 - Review draft of Master Impact List
 - Input to and Execution of Test Cases and Test Scripts
 - Go to Person for knowledge of New Functionality
 - Develop and Deploy New Features Training and Documentation
 - Interact with end users for module to gain understanding of issues and needs

Team Members and Skills – Functional

- **Trainers**

- Assist Business Process Owners and Super Users develop new training materials covering new features
- Update training material for new users
- Develop training for new features

- **Additional Optional Resources**

- Oracle Support Representative
- Internal or Outside Consultants
- Documentation Specialists

Tip – Approach this like a cross functional project

Organize – Create & Update Critical Documents

Identify and Pull together key information

Get prepared for your analysis

Two Critical Documents

Master Checklist – Build a Master list for the upgrade and list every step.

TIP: Download Maintenance Wizard to a spreadsheet. Capture timings for pre, during, and post patching. LIST and Assign EVERYTHING.

Master Impact List – Complete full listing of all potential changes that should require investigation or retesting

- Drives new features use and all testing
- Applies to standard Oracle features and Customer-created impacts

Example of Master Impact List

| Master Impact Analysis - Upgrade to 11.5.10 Initial version | | | | | | | |
|--|--|-----------------------|---------------|---------------------------|--------------|----------------------------|---|
| Item | Module /Impact Description | Classification | Status | Assigned (Who) | Pack? | Ranking (H,M,L) | Notes |
| PO | | | | | | | |
| | Custom Pricing APIs | Optional | Open | | 11.5.10 | | Custom pricing date api; Custom requisition pricing api; Custom PO/Release pricing api; |
| | Purchasing Documents Open Interface Enhancements | Optional | Open | | 11.5.10 | | Add new lines and associated shipments to an existing standard PO in Approved or Incomplete status and then initiate the approval process. |
| | Autocreate and PO Entry Usability | Mandatory | Open | | 11.5.10 | | Increased size of autocreate window to display more requisition lines; Increased size of Enter PO window to display more order lines; Reduced pop up messages; Provided "Reassign Buyer" option in the AutoCreate window. |
| | Procurement Contracts - See Notes Below | Optional | Open | | 11.5.10 | | Contract Management capabilities (Oracle Procurement Contracts) |
| Sourcing | | | | | | | |
| | Negotiation Scoring | Optional | Open | | 11.5.10 | | Negotiation Level Attributes; Scoring Templates; Subjective Scoring; Analysis Scenarios; |
| | Award Summary | Optional | Open | | 11.5.10 | | Provides a complete view of the award recommendation for sourcing team members and designated award approvers. |
| | Award Approval | Optional | Open | | 11.5.10 | | List of approvers is automatically generated based on rules set up in Oracle Approvals Management |
| | Amendments | Optional | Open | | 11.5.10 | | Manage changes to a published sourcing event even after suppliers have begun responding. |
| | Document Printing | Optional | Open | | 11.5.10 | | Buyers and Suppliers can generate copies of the sourcing package in PDF format. |
| ENG | | | | | | | |
| | Increase Change Type Name Length | Mandatory | Open | | 11.5.10 | | |
| | Electronic Names and Electronic Signatures (ERES) Support | Optional | Open | | 11.5.10 | | Oracle Quality |
| | MLS Support for Change Types | Optional | Open | | 11.5.10 | | Change types can be entered in Multiple languages |
| WIP | | | | | | | |
| | Outside Processing Enhancements | Optional | Open | | 11.5.10 | | Improved communication between mfg and procurement functions when qty or date changes occur |
| | Component Picking Enhancements | Optional | Open | | 11.5.10 | | Link a Supply Subinventory to a Machine resource |
| | Electronic Records and Electronic Signature Support (ERES) | Optional | CLOSED | | 11.5.10 | | For FDA Regulations |

Master Impact List

- Some Examples:
 - 3rd Party Check Printing System may need to be retested or replaced with XML / BI Publisher
 - Custom Form may need to have customization reapplied to standard Oracle form
 - Account Generator changes might get overwritten, and it may be necessary to reapply changes
 - New Report available as standard functionality, we may want to review as a potential business solution
 - Standard Interface may have new parameters, may need to resubmit for recurring submission (scheduling)

Analyze and Plan – Iterative Method

Analyze, Plan, Estimate, Repeat

*Use as a Tool to Build your Project
Plan*

The Method – First Iteration

- Check for new Materials from Metalink , Alerts, etc
- Master Checklist - Read and Document each required Step – some functional some technical resources required – Some are pre-requisites, some are post patching steps
- Get Clarification on any unclear steps –Upgrade manual or Patch– internally or with Oracle Support – missed steps are costly

The Method – First Iteration (cont.)

- DBA team creates the test environment
- Set up R12 Vision Instance for functional sandbox
- Refine Master Checklist – Timings for Pre-Requisite Steps – DBA Portion
- DBA applies patches – gather good timing estimates (challenge in test environment)
- Gather timing on additional patching, Gather Statistics, post patching, etc

The Method – First Iteration (cont.)

- Begin Assembly of Master Impact List - (could be parallel with previous steps)
 - List of Customizations and Extensions
 - List of “configurable” items like Workflow
 - Review cumulative RCD documents for functionality changes, even bug fixes
 - Bolt-on products and interfaces
 - Mandatory and Optional New Features

Provides an excellent list of potential changes or points of failure – Drives Testing Effort

The Method – First Iteration (cont.)

- Meet with Technical and Functional team to refine Master Impact list
 - Add missed impacts
 - Remove unnecessary impacts
 - Prioritize – High to Low
- Develop thorough test plan to cover graduated testing
- **Critical** - Tie Test cases from Library to items left on Master Impact List
- Create New Test Cases and Scripts or update to include new features and functionality

The Method – First Iteration (cont.)

- Assign Technical Impacts to developer(s) to research as early as possible
 - Interfaces, Extensions, etc
 - Research table and other changes
 - Get estimate of rework time if necessary
 - Refer back to design documents
 - Ensure it is still used, still a requirement
 - Optimizer Changes - Performance
- Assign test cases to Testing team members for Execution – Have test cases for all items on Master Impact List

The Method – First Iteration (cont.)

- Issue Resolution and Verification of Functionality
- Finalize “Footprint” of new features
- Develop Re-Training Materials and Communication Plan if necessary
- **Plan and Execute Additional Iterations – More the Better - 3 minimum recommendation – include a dress rehearsal for “time”**
- Plan Production Cutover
- Communication of Cutover Plan – Know your time to perform tasks!

The Method (cont.)

- Cutover / War Room
- Post Cutover Support (DON'T test in Production)
- Update and File Library of Test Cases and Scripts for future use
- Keep updated and available – all Training information (how-to's, FAQ's, tests)
- Archive:
 - Master Impact List
 - Materials for next upgrade
 - Redevelopment timings, etc

Testing Process – Special note

- Bring back your vets – they are better and faster
- Know expected results – Use real Data
- Assign individual test cases
- Have a procedure or systems for issue logging/resolution
- Screen Shots – Proof
- Signoff – Accountability
- Testing Tools can provide additional value ...

BUT, they cannot replace user involvement

Some Suggestions based on Experience

- Get REAL timings – Everyone Fudges a bit
- Insist on Upper Management approval of user involvement for testing
- Invest in a Library of *applicable Test Cases*
- Watch Email Notifications during testing
- Plan for environmental issues due to cloning
- Don't underestimate 3rd party bolt-on impacts

Suggestions based on Experience (cont.)

- Re-Use of Team members speeds successive iterations
 - Concept of Upgrade Tiger team
 - Plan can be re-used
- Scrub Oracle Docs on New features before giving to End users – make easy and less scary
- Communicate the complexities to management and team members each iteration
- Systems for managing testing provide value but can be expensive

For More Information

- Metalink
- Appsnet – Good Summary on New Features
- <http://www.oracle.com/appsnet/technology/upgrade/docs/features.html>
- Online Help – (New Features Section)
- Reference Manuals
- Blogs: Stephen Chan: <http://blogs.oracle.com/schan/>
- User Groups / Conferences

Important R12 Metalink notes

- **Recommended by COE:**

| Article | Plan note # |
|---|-------------|
| <i>Oracle E-Business Suite Upgrade Guide</i> | 461709.1 |
| <i>Oracle Payables Release 12 Known Issues</i> | 405627.1 |
| <i>R12 Proactive Intelligence Center: Oracle Payables</i> | 578232.1 |

- **Other relevant Metalink recommendations:**

| | |
|---|-----------|
| <i>Oracle Applications Upgrade Guide: Release 11i to Release 12</i> | B31566-01 |
| <i>Oracle Applications Documentation Resources, Release 12</i> | 394692.1 |
| <i>Oracle Applications Release 12 Upgrade Sizing and Best Practices</i> | 399362.1 |

Release 12 Experience

| Company | Project | Status |
|-------------------------------------|--|---|
| American Transmission Company (ATC) | R12 Implementation – complete replacement of antiquated systems that included multiple applications: ORCL Purchasing, iProcurement, Sourcing, Procurement Contracts, iSupplier Portal, Accounts Payable, General Ledger, and Accounts Receivable as well as OBIEE and Fusion Middleware for SOA. | Went live in May. Project took 10 months to complete with a compact project team of experienced resources. Oracle write-up |
| Tootsie Roll | Provided Financials Triage in International R12 Re-implementation. Second phase = OM, SC, and Transportation Management | Live on FIN and PO; 2 nd phase is in process |
| Zebra Technologies | Providing functional lead for R12 Projects Acct & FIN implementation | In progress |

Release 12 Experience

| Company | Project | Status |
|---------------------|--|--|
| Forsythe Technology | R12 Upgrade | Through 2nd iteration. |
| Toni and Guy | R12 Upgrade | Live |
| Knape and Vogt | Assisted with electronic commerce/EDI , Order to Cash, and manufacturing. | Live |
| Tessco | R12 Upgrade (R 12.0.6) | In 2nd Iteration |
| Edstrom | Provided clean up support for an R12 implementation . Phase two = implementing AR and eBus Tax. | Production support. Starting 2 nd phase. |


Release 12 Experience

| Company | Project | Status |
|-----------------------|--|---------------------|
| Room Place | Providing clean up support for R12 implementation – Financials and Supply Chain. | Production support. |
| Charter Manufacturing | R12 Implementation. Responsible for eBus Reporting (Discoverer) | Live |
| Kaiser Aluminum | R12 Proof of Concept for new plant implementation | POC |

R12 ATC Oracle Summary

- Our successful Release 12 implementation for American Transmission Company of Waukesha, WI is captured in a customer snapshot published by Oracle.
- It was one of the first R12 implementations to be completed and provided a significant list of lessons learned.
 - Accelerated implementation
 - Lean project team

Oracle Customer Snapshot



American Transmission Co.
Waukesha, WI
www.atcinc.com

Industry:
Utilities

Annual Revenue:
US\$408 million

Employees:
540

Oracle Products & Services:
Oracle E-Business Suite
Oracle Financials
Oracle Procurement
Oracle Business Intelligence

Oracle Partner:
O2Works LLC
www.o2works.com

"Oracle E-Business Suite Release 12 is a great foundation that will help take us where we want to go in the next 5 to 10 years. We now have a solution that we can scale and adapt to as our business evolves." – Lora Platt, Team Leader for the Project Management Office of IT, American Transmission Co.

American Transmission Co. Eliminates Paper-Based Processes with Oracle E-Business Suite Release 12

American Transmission Co. (ATC) started business in 2001 as the first multistate, transmission-only utility in the United States. Its transmission system of 9,350 miles of transmission lines and 500 substations allows energy producers to transport power from where it is generated to where it is needed in portions of Wisconsin, Michigan, Minnesota, and Illinois.

Challenges

- Provide a scalable and stable solution to manage business processes and eliminate existing paper-based processes
- Provide support for operational financial controls, audit traceability, security profiles, transaction attachments, and external document imaging capabilities
- Implement an end-to-end compliance and integration solution

Solution

- Worked with Oracle Partner O2Works LLC to implement Oracle E-Business Suite Release 12 to automate previously paper-based processes and provide a foundation for future growth
- Reduced accounts payable close process by two days
- Provided greater visibility into contract management, ensuring that staff members purchase goods and services from approved vendors
- Streamlined purchasing, ensuring that employees with the proper authority are making approvals and eliminating various administrative functions
- Improved visibility into the audit trail to streamline regulatory compliance
- Enabled outsourced engineers to submit all bills of materials in great detail into a requisition—allowing ATC to track on-time deliveries
- Improved efficiency, freeing staff to work on other priority projects
- Provided the scalability and flexibility the company needs as it continues to grow

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Slides Available

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