

# Chick-fil-A Overview

- Privately held, since 1946
- Truett Cathy founder and CEO
- 920+ restaurants, 34 states, South Africa
- Over \$900 million in sales in 1999
- On track for \$1 billion in sales in 2000



**Oracle**  
Applications

# at Chick-fil-A

As of 8/14/00

## Server-Side Versions

Release 9

Apps: 9.4.0  
RDBMS: 7.0.13  
(character)

From Jan-94  
to Oct-96

Release 10

Apps: 10.6.1  
RDBMS: 7.1.6  
(character)

From Oct-96  
to Jul-97

Apps: 10.7.0  
RDBMS: 7.3.2  
(character)

From Jul-97  
to Sep-97

Apps: 10.7.0  
RDBMS: 7.3.3 &  
7.3.4

From Sep-97 to  
Jun-99

Apps:  
10.7.0 SC16.1  
RDBMS: 8.0.5

From Jun-99 to  
Oct-00; final  
iteration of  
Release 10

Oracle Applications Release 11.5 (11i)  
RDBMS: 8.1 (8i)

Oct-00; end of  
character mode

Oracle Applications Release 12  
RDBMS: 8.x

Expected in 2002

## Client-Side Versions

Release 10SC  
(Smart Client)

From Jun-97  
to Sep-97  
(HR/Payroll)

Early Prods...

Prod 16


From Sep-97  
to Nov-98


Prod 16.1


## Middle Tier Versions


From Nov-98 to  
Oct-00

10.7 NCA

 = Never had it, never will

 = Current configuration

 = Historic configuration

 = Future configuration

# Scope

- Over 900 custom objects
  - 600+ PL/SQL objects
  - 130+ Character forms
  - 200+ SQR reports
  - 70+ Pro\*C programs
- Over 25,000 employees paid biweekly



# Timeframe

- Stonebridge Technology onsite in May
- JADs May-July: complete
- Pilots in August: in process, with issues
- Parallel in September
- Upgrade in October
- Go live October 23



# Issues

- Order Management: painfully new
- Core technology: more complexity
- New apps: AR, Property Manager
- Timeframe: In Oct-00, window of opportunity closes until Apr-01
- About 30 open TARs this week

