



CASE STUDY

A Public Sector organization was looking to reduce their consulting cost of an upgrade, using their internal team to take on most of the responsibility of their testing and achieve the Upgrade from V9.0 to V9.2 within 4.5 months. They were able to use 6 of our Oracle Upgrade Lab offerings to not only achieve their upgrade within a timely manner, but also reduced their customization level by 25% while implementing new modules.

BENEFITS

- Reduced Upgrade Cost by 40% compared to prior releases
- Build and understand their RQICS Catalogue
- Reduce future Upgrade complexity and number of customizations
- Build internal knowledge with detailed documentation and knowledge transfer
- Add new modules and features for the business quickly after the upgrade

ROI

The customer was able to achieve their ROI within 4 months from go-live with automated testing scripts and upgrade their internal resources skills set

True ROI: Helped them reduce their project cost by 25% and operation cost of maintenance by reducing the number of customizations, and the Business got new functionality to eliminate manual work.

Oracle Upgrade Lab Services



We have developed and effectively deployed our Upgrade services to address the unique requirements beyond the traditional upgrade services to ensure they can be tailored to customer requirements and provide measurable value. At the core of our service offerings is the **Upgrade Lab Services** which acts as an Accelerator for all our upgrade offerings.

Key Benefits

- Proven Team, with 100% Certified Professionals
- Lab Team is located in North America (i.e. Toronto); within the same time zone
- Reduce downtime by 50% during the Project
- Accelerate Project timelines by 30%
- Reduce Project Cost by 30-50% and Project Resource Requirements by 25%-35%
- Reduce Future Upgrade Cost by 30% and Time to Test by 20% with Automated Testing
- Reduce Project Go-live issues by 45%
- Upgrade Services can be obtained at Fixed Price or Time & Material with Cap
- Tools used by Upgrade Lab Services are provided to client for future use
- No Copying of data or databases to our remote location; to ensure we uphold your privacy standards and Oracle's intellectual property rights
- Improvements in Security, Controls and reduced number of customizations
- All Services are provided by our employees vs. sub-contractors

The decision to commit to an upgrade or initiate the planning for an upgrade is often complex and requires customers to mobilize a number of planning activities internally, while justifying the value beyond merely reducing costs and staying compliant with the latest version of the technology. *In today's economic environment, "doing the same things better on premise" with a newer release, isn't good enough anymore.*

We believe it's time to do things differently by building a solution that can support your future vision while providing tangible value to the organization with reduced investment and increased scalability.

With the experience gained through the many ERP system upgrades that our team completed prior to 2013, we developed a methodology, bundled with Accelerators, that significantly decreases the time and effort required to perform an upgrade. This was then coupled with our remote delivery team based out of Toronto to create our **Upgrade Lab in Jun 2013**.

The **EAIB-Upgrade-Lab Accelerators** has been designed specifically to streamline every aspect of the upgrade process; down to each individual stage of the upgrade including assessment, data conversion, upgrade (i.e. Tools, Application, DB and OS), testing, test move/go-live tools, deployment tools, change management, training and post go-live support. Our experience has been that each upgrade is unique based on client requirements, but the Accelerator/our trained lab staff on **EAIB-Upgrade-Methodology** has allowed us to develop rapid discovery/deployment tools, enabling us to provide measurable value to clients.

Service Offerings

Service Packages	Description	Time*	Proven Savings*
Pre-Upgrade Assessment	<p>A pre-upgrade assessment provides complexity, resourcing and timeline to support an organization's planning process and business case. This service leverages two of our unique Accelerators:</p> <ul style="list-style-type: none"> • EAIB-LAB-UPGBenchmark which works similar to Oracle Benchmark and Analysis to identify target areas of customization reduction and ranking against peers; and • EAIB-LAB-FitGapCreator which conducts a comprehensive search for customizations in a database and generates the high level Fit/Gap reports 	2 day per App (i.e. HCM / FSCM / Campus / Hyperion)	Reduces Fit-Gap time by 20%.
Upgrade Planning / Assessment	A detailed technical analysis of the system to assess the impact, effort to retrofit, infrastructure assessment and areas where Fit-Gap is required. This is coupled with a technical roadmap on what can be eliminated / standardized, infrastructure requirement vs. what new can be leveraged. This service leverages our EAIB-LAB-CustomFinder Accelerator.	5 day per App	Reduces Fit-Gap time by 40%.
New Release Install	Our team leads the installations and infrastructure setup for customers needed for the Upgrade with a detailed documentation of migration process.	5 day per App	Reduces Initial Pass time by 20%.
Technical Upgrade	Our team leads the Technical Upgrade and completes the Initial Pass for the customers. This includes creation /analysis, all compare reports creation of RQICS (Reports, Queries, Interfaces, Customization and Security) and creating baseline for Retrofit and Testing.	15-20 days	Reduces Total Upgrade time by 15%.
Customization Retro-Fit	<p>Our team leads the customization retrofit, elimination of non-essential custom objects and segregate the customization to core to convert them to bolt-on to ensure future upgrade effort is eliminated.</p> <p>This service leverages three of our unique Accelerators: - EAIB-LAB-QueryUpgrader, EAIB-LAB-SecurityUpgrader and EAIB-LAB-NavigationMatch.</p>	**	Reduces Total Upgrade time by 10-20%.
Customization to Bolt-on Conversion	Our team takes pride in ensuring customers are able to convert most of their customizations to Bolt-On, without disrupting service offerings to the business. This tool reduces future upgrade overheads by simplifying the application, minimizing testing requirements and reducing impact to vanilla product.	**	Reduces Future Effort by 20%-35%
Automated Test Scripts Library	We have developed over 612 Scripts for our EAIB-LIB-TestingLibrary using PTF for HCM and Finance. This Accelerator has been proven to provide a min 60% of test script creation and execution automation during the Upgrade. And these script sare provide to clients for future use.	7-10 Days per App	Reduces Total Upgrade time by 10-15%.
Automated Test Execution	We have built our EAIB-LAB-AutoTester Accelerator as an enhancement to delivered out-of-the-box PTF tool, to auto generate /create test cases and automated execution of them during the testing phases of the Upgrade project.	10-15 Days per App	Reduces Total Upgrade time by 10-15%.
Test-Move Migration	We can lead the Test Move Migration across all testing phases and pre-cutover to ensure the client technical team is focused on strategic activities and build application awareness. This includes 3-4 test moves.	7-10 Days per App	Reduces Total Upgrade time by 5-7.5%.
Cut-Over Execution	We can lead the Final Cut-Over Execution, Cut-Over Mock Run to ensure all migrations are accurate, timely and with the least amount of disruption to the business.	5-7 Days per App	Reduces Total Upgrade time by 2-3%.

* Estimated based on customers who are greater than 85% vanilla footprint for PeopleSoft HCM and FSCM, and over 70% for Campus Solutions

To be estimated based on **EAIB-LAB-CustomFinder report and customers willingness to reduce customizations



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