

ORACLE APPLICATIONS UPGRADE SERVICES

Oracle Expert Services

AT A GLANCE

- Choose the right upgrade service for your business
- Achieve a fast, cost-effective upgrade
- Mitigate risk - let Oracle experts manage your upgrade
- Knowledge transfer of Oracle best practices to your team

OTHER SERVICES

You may also be interested in the following Oracle Expert Services:

- Oracle E-Business Suite Technical Architecture Review Services
- Oracle E-Business Suite on Real Application Clusters
- Oracle Enterprise Manager Quickstart

Do you want to reduce costs, speed up processes, improve efficiency and ensure that staff throughout your organization has access to accurate, consistent and up-to-date information? Companies such as yours are upgrading to of the latest Oracle E-Business Suite releases to receive just these benefits. Oracle provides the expert services and support you need to upgrade your Oracle E-Business Suite rapidly and cost-effectively.

Overview

Oracle E-Business Suite offers a complete set of web-enabled business applications that lets you efficiently manage customer interactions, deliver services, manufacture products, ship orders, collect payments and more - all from a system built on a unified information architecture. If you are currently running an older version of Oracle Applications, an upgrade to Oracle E-Business Suite 11i or Oracle E-Business Suite Release 12 will help you to make more informed decisions, improve your business operations while reducing expenses. Oracle Consulting offers a choice of fixed-time, fixed-scope upgrade services that are delivered by experienced Oracle professionals and conducted according to Oracle best practices.

Scope of Offering

The Oracle Applications Upgrade Service can assist you through all phases of the upgrade, from the initial decision, through the planning and execution, to user training and maintenance. Choose between three different upgrade services depending on the size and complexity of your current Oracle Applications installation:

Rapid Upgrade Service: This service is suitable for customers moving from one minor release of the Oracle E-Business Suite to another. Migrate your current environment to a new point release quickly and efficiently, with minimal loss of service to your business.

Standard Upgrade Service: Designed for customers with simple to moderate upgrade requirements, this service allows you to select the upgrade services you need from a list of pre-defined components.

Advanced Upgrade Service: If you have multiple instances of Oracle E-Business Suite, or your Oracle E-Business Suite modules integrate with another vendor's applications, our Oracle Applications Advanced Upgrade service offers a tailored upgrade that meets your unique requirements.

Each service includes a short "Discovery" session. We will work with you to identify your current hardware and software environments and determine the best route forward and help you to put together a business case for the migration.

ORACLE CONSULTING
DIFFERENTIATORS

- Oracle Expertise in delivering best practices using standardized methodology, process, tools, and resources
- Breadth of Services for Your Needs to integrate functional, technical, and change management services necessary for optimal user adoption
- Aligned with Your Goals with a cost-effective and comprehensive upgrade solution resulting in project success

Requirements

The upgrade services apply to installations of Oracle 10.7 applications or later. Migration must be to a supported hardware and software platform. During the project, we will require access to your systems administration staff, database administration staff and your company policies, strategies and procedures. The upgrade service will migrate your existing Oracle Applications' modules to Oracle E-Business Suite 11i or Oracle E-Business Suite 12. No additional modules will be implemented as part of the service you choose. If you wish to implement additional modules, Oracle Expert Services will be pleased to provide a separate estimate for this work.

Major Deliverables

Oracle Expert Services will deliver the following during the course of the Oracle Applications Upgrade service:

Proof-of-Value Assessment: A rapid assessment that quantifies the potential cost savings and revenue opportunities you may expect with Oracle E-Business Suite

Upgrade Requirements Assessment: We will work with your teams to conduct an assessment of your systems and determine your unique upgrade requirements

Customization Simplification Workshop (optional): If required, Oracle Expert Services can develop a plan to reduce or eliminate the number of customizations to your Oracle Applications installations, which will reduce the cost of maintaining your Oracle environment

Migrated Environment: Oracle Expert Services will deliver a completed project containing all Oracle E-Business Suite modules present in the original environment within the agreed timescales

Summary Report: A written summary of the migration process and the new Oracle E-Business Suite Environment

Knowledge Transfer: During the upgrade, knowledge of Oracle best practices will be transferred to participating staff. If required, this can be complemented with formal training from Oracle University.

Getting Started

Leverage Oracle's methods, tools and extensive experience with customer implementations across diverse industries and geographies. Tight integration across Consulting, Development, Support, Education and Global Delivery puts the entire Oracle team behind your success. For more information on Oracle Expert Services, please contact your local Oracle office, or visit www.oracle.com/goto/experts.

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