

**Customer Success Story** 

# Oracle EBS Upgrade for a Private Sector Organization in Technology

## **Company Profile**

A prominent private sector organization in the technology industry was operating on an older version of Oracle E-Business Suite (EBS) 12.1.3. To keep up with evolving business demands and leverage enhanced features, the organization required an upgrade to the latest version, along with a database upgrade to Oracle 19c.

### **Business Need**

The primary objective was to upgrade the organization's Oracle EBS from version 12.1.3 to 12.2.12 while migrating the database to Oracle 19c. The upgrade aimed to improve system performance, ensure support for future business needs, and maintain compatibility with Oracle's long-term product roadmap.

## **Key Business Objectives**

- Upgrade Oracle EBS from version 12.1.3 to 12.2.12
- Migrate the database to Oracle 19c
- Enhance system performance and scalability
- Ensure compatibility with future Oracle updates
- Preserve existing customizations and integrations

### Challenges

- Managing extensive customizations and integrations built into the previous version of Oracle EBS was a significant challenge.
- Ensuring all custom functionalities were compatible with the new version while minimizing operational disruptions during the upgrade required careful planning and execution.

#### The Solution

We executed a comprehensive upgrade of Oracle EBS, transitioning from version 12.1.3 to 12.2.12 and upgrading the database to 19c. Our approach included meticulous planning and thorough testing to account for the high level of customizations and integrations in the existing setup. Our team ensured that all customizations were properly analyzed, tested, and adapted for the new environment.

#### **The Outcome**

The project was successfully completed, with the Oracle EBS system upgraded to version 12.2.12 and the database migrated to Oracle 19c. The upgrade resulted in improved system performance, greater scalability, and compatibility with Oracle's future updates, enabling the organization to continue evolving its business operations smoothly.

# **Client Feedback**

The organization provided positive feedback, expressing satisfaction with the upgrade process and the final outcome. The successful upgrade of the EBS system met all expectations, ensuring that their customizations were preserved and the system performed optimally.

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