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WHITE PAPER

# Oracle eBusiness Rel 12.1.1 Prototype & CRP

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October 2009

## Oracle eBusiness Rel 12.1.1 Prototype & CRP

### INTRODUCTION

#### Executive Summary

In order to prosper in the current economic climate, companies must work more efficiently and effectively in order to reduce their operating costs. One of the key enablers for this is the streamlining of existing processes; this can be achieved by adopting new functionality available in the latest releases of a companies existing Oracle ERP / CRM systems.

The cost of implementation, both in time and money, is a major factor for businesses when considering re-implementing or upgrading business critical software. This is a concern raised against the Oracle eBusiness Suite; with its extensive functionality, integration and resulting business processes, the implementation cycle can be lengthy and it can be difficult to accurately assess the impact when building the business case.

Many clients are now investigating the business case for moving to Release 12.1.1 in order to drive down costs.

Moving to Release 12.1.1 provides:

1. the ability to streamline any inefficient processes by adopting the new functionality available in the latest release.
2. the opportunity to take advantage of the new User Interface, which has been designed to improve the user experience and, again, streamline business processes.
3. new modules, e.g E-Business Tax, available in the latest release that will reduce the need for a number of customizations
4. the opportunity to utilize the functionality of more Self Service applications, e.g i-Receivables, which will help to reduce the number of enquiries from customers.
5. the opportunity to significantly lower support costs by reducing the number of customizations required to support the business.

In building the business case for a move to Release 12.1.1 it is essential to spend significant time to identify the associated costs and benefits, while time must also be spent planning the migration strategy to best understand whether to re-implement or upgrade.

To assist organisations with this time consuming process, Premiartec has created a unique solution that allows companies to see at first hand a fully configured environment - with the latest Oracle patches - and to have all the seeded process flows demonstrated via a series of CRP sessions. These "workshops" are delivered at the customers' site and, importantly, utilize a sample of the customers' configuration and data sets.

By clearly demonstrating, through end-to-end process flows, the new functionality that is available in the release, Premiartec enables the customer to see, first hand, the benefits that can be derived from a migration.

## 3.2 Objectives of this document

The key deliverables of the R12 prototype are:

1. a series of structured CRP's demonstrating the end-to-end Oracle eBusiness process flows using a configured Oracle Release 12.1.1 environment.
2. a detailed document listing, by functional area, which customizations can be replaced by standard functionality and which customizations can be replaced by workarounds, as well as which extensions will still be required and what additional extensions may be required to create a "golden" solution.

The key objectives of the CRP's are:

- to demonstrate the new look and feel of the screens available in Release 12.1.1
- to demonstrate the new functionality available in the full range of eBusiness Suite modules in Release 12.1.1.
- to demonstrate the relevant standard end to end process flows.
- to hold discussions with key users from the organisation's main locations to identify all high level gaps.
- to provide the opportunity for Subject Matter Experts to become familiar with each of the core Oracle eBusiness processes.

## 3.3 Premierotec Background

Premierotec is a leading technology company that uses Oracle software to help clients to achieve competitive advantage. Premierotec draws on extensive implementation, business process and industry specific knowledge gathered from numerous successful previous implementations, to recommend 'best practice' approaches to managing your business processes and to maximizing the opportunities provided by the functionality offered by the Oracle e-Business Suite.

Premierotec is a Certified Oracle Partner which enjoys a strong relationship with Oracle Development.

## 4 THE ORACLE RELEASE 12.1.1 PROTOTYPE

Premierotec is proud to be able to offer a unique solution that allows organisations to easily visualize the end result of their planned implementation in a timeframe that is much shorter than would be possible following a mainstream implementation methodology.

Premierotec's fast forward CRP methodology has been developed to provide a fixed price, fixed time solution that enables customers to view the new functionality available, gain a better understanding of the benefits that the latest oracle release provides and better understand the level of customization that may still be required.

Premierotec configures Oracle Release 12.1.1 remotely, using one of our own environments. As part of this process Premierotec spends time with client SMEs (Subject Matter Experts) in order to fully understand the Client's existing R10.7 or R11 configuration; the new system that Premierotec configures is not an exact replica, but it provides an accurate representation of the Client's existing environment because best efforts are made to ensure that all major set-ups are representative of what the Client uses.

Once the system is configured and tested, Premierotec uses it to demonstrate the end to end seeded process flows; these flows use data sets which have been agreed in advance with the Client.

The output from the CRP's is a comprehensive document that details those areas that were accepted by the users, as well as outlining other key benefits that the Client may derive from a migration. These include, but are not limited to:

- reduced number of customizations
- reduced support costs
- improved business flows leading to much greater efficiencies in the back-end processing of transactions.

Premierotec also identifies the areas that will still require some customization in order for the system to meet the Client's overall requirements.

### 4.1 Approach

Premierotec are always reviewing new ways of implementing or upgrading Oracle Applications that enable organizations to reduce project timeframe and cost without compromising on the quality of the delivery.

The approach we use for the R12.1.1 Prototype project is:

#### 4.1.1 High-Level Configuration Requirements Gathering

During this phase Premierotec consultant(s) engage in a series of discussions with client SME's in order to document the key high level configurations that the client would like to see in the CRP's and to prioritise which areas of functionality Premierotec should focus upon (e.g. how the Client would like the Ledgers configured, what Operating Unit structure the Client would like demonstrating etc). During these sessions Premierotec also discusses what master/customer specific data the Client will need to provide and when it will be needed.

## 4.1.2 Configure Environment Off-Site & Enter Client Master & Sample Data

During this phase the Premierotec resources configure the Oracle Release 12.1.1 environment off – site , and enter the sample data provided.

## 4.1.3 Test Process Flows

The Premierotec team test all process flows identified during the requirements gathering from end to end to ensure that the configuration has been set-up correctly and that the processes work as desired.

## 4.1.4 Create CRP Documentation

Premierotec creates the CRP presentation slides that will be presented at the beginning of each CRP.

The CRP presentation consists of:

- a. Process Flow Introduction
- b. High Level overview of the process flow
- c. List of Customisations that could be removed based on the new functionality

## 4.1.5 Carry out CRP

This phase is conducted on the Customers Site by the Premierotec functional consultants. Each CRP follows this structure:

1. Introductions
2. CRP Process Presentations (as described above)
3. Demonstration of process on the Premierotec environment
4. Documentation of Issues
5. Q & A

In order to be get an indication of the level of fit for a full “Golden” solution, and to encourage “buy in”, Premierotec highly recommends that all client SME’s that will be involved in the R12 project attend all of the CRP sessions.

## 4.1.6 Document Findings – Functional Analysis for the uptake of Oracle Release 12.1.1

Premierotec’s functional consultants collate all the findings from the series of CRP’s into a structured document. This document enables the Client to better understand all the high level gaps that there are and whether an accepted workaround is available. This document can then be used as the starting point for any planned re-implementation or upgrade to Release 12.1.1

For each area, Premierotec indicates whether standard functionality meets or does not meet client requirements. If it does not, then we identify whether a process workaround is available and, from this, whether the process workaround is acceptable. Where it is not, Premierotec will make sure it is clear that an extension is still required to meet the Client’s requirements.

## 4.2 Project Timeline

The duration of the project, from inception to the start of the CRP delivery, varies depending on the complexity of the Client's configuration and the number of modules included in the scope.

The final deliverable – the Functional Analysis Document – is usually completed within 2 weeks of the end of the CRP sessions.

### 4.2.1.1 Project Location & Facilities

The CRP sessions are usually located at the office of the Client's choice and the Client supplies suitable office space to house all attendees to the CRP. This includes the provision of desks, chairs, telephones. VPN access to Premierotec's hosted environment should also be made available.

### 4.2.1.2 The Premierotec Team Lead

The process of delivery is directed by the Premierotec lead functional consultant. It is the Lead consultant's responsibility to coordinate the project activities and ensure successful delivery of the CRP's to the fixed CRP dates and to the customer's satisfaction. The Lead Consultant is assisted by a number of Premierotec functional consultants.

### 4.2.1.3 Premierotec Functional Consultants

These consultants help with the set-up of the system and testing of the process flows and in the delivery of parts of the CRP. The Premierotec functional team will report to the Premierotec team lead who will oversee all work performed by the Premierotec staff.

### 4.2.1.4 Client Subject Matter Experts

Business analysts from the Client are responsible for providing answers to the initial high level configuration questions and for providing the customer specific master/other data sets required for the CRP's; it is also expected that they will participate in the Conference Room Pilots and help lead this process.

## 4.2.2 Roles and Responsibilities by Phase

### 4.2.2.1 High Level Requirements Gathering

Parties Involved = Premierotec & Client

Responsibilities:

Premierotec {Functional Lead}

- Outline the approach and process areas that will be demonstrated
- Gather requirements for the CRP
- Question the SME's on specific configuration requirements
- Set expectations as to what can and cannot be demonstrated with a fixed price and timescale

Client {Subject Matter Experts}

- Provide Information on configurations that need to be demonstrated at the CRP's
- Provide Information on data sets that should be used e.g Customers, Contracts, etc.

4.2.2.2 Configure environment and enter customer master and sample data

Parties Involved = Premierotec

Responsibilities:

Premierotec {Lead Consultant & Functional Consultants}

- Configure the application to mirror the requirements gathered in the previous phase
- Enter the master and sample data provided by the Client
- Raise & Escalate any SR's identified

4.2.2.3 Test Process Flows

Parties Involved = Premierotec

Responsibilities:

Premierotec {Lead Consultant & Functional Consultants}

- Run through each end-to-end process to ensure that the system is correctly configured
- Raise any SRs with Oracle for areas of functionality that are not working
- Inform the Client Project Manager aware of any issues
- Escalate issues with Oracle
- Create high level test scripts for the CRP

4.2.2.4 Create CRP Documentation

Parties Involved = Premierotec

Responsibilities:

Premierotec {Lead Consultant and Functional Consultants}

- Create CRP presentations using the outlined format described earlier

## 4.2.2.5 CRP

Parties Involved = Premierotec & Client

Responsibilities:

Premierotec {Lead Consultant & Functional Consultants}

- Introductions
- Run through presentation
- Run through demonstration
- Log any Issues

Client {Subject Matter Experts & Project Manager}

- Attend all CRP's
- Assist in answering any business questions that arise
- Assist with the logging of Issues

## 4.2.2.6 Document Findings

Parties Involved = Premierotec {Lead Consultant & Functional Consultants}

- Collate all information from CRPs
- Create Functional Summary Document

## 5 CONSTRAINTS & ASSUMPTIONS

### 5.1 Assumptions

The following assumptions are been made in defining the scope, objectives and approach:

- The Client must provide answers to configuration questions within 1 working day. Delays in this process will potentially lengthen the project timescale and so will be subject to the change control process.
- SME resources are made available for the initial phase - to assist with capturing the main configuration requirements - and for all the CRP's.
- The Client provides an environment for the CRP's.
- No performance testing is undertaken.
- All documents utilise Premierotec's document storage solution.
- The proposal only includes the Set-Up, Configuration and Testing within one operating unit.
- The Client allows access to the Premierotec Environment from their premises for the purpose of the CRP.

6 FEES & EXPENSES

This R12 prototype, CRP workshop sessions and Functional Analysis document are offered at a Fixed Price which is calculated based on the complexity of the configuration and the number of modules involved.



## 7 COMMERCIAL CONDITIONS

### 7.1 Confidentiality and Limitation Statement

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