

# Mitigate risks, reduce disruption and capitalize on new functionality

## FRONT-LINE EXPERIENCE AND APPLICATIONS EXPERTISE ENSURE SUCCESS

### BUSINESS CHALLENGE

If you're running a pre-Release 12 (R12) version of the Oracle Business Suite, you probably have multiple incentives to upgrade. Not only does upgrading to R12 eliminate de-support risks and lower costs, but the enhanced functionality and integration in the newest version of Oracle EBS can help you better respond to today's business challenges.

With immense opportunity, however, upgrading to a new software release also brings significant challenges. Depending on your existing version and specific application footprint, you may face a complete architecture migration, changes to underlying table structures, and/or modifications to your business processes as part of your R12 upgrade. And you likely will be required to handle it all with a constrained budget and limited resources.

Whether you're viewing your upgrade as primarily a technical exercise or as a chance to take advantage of new functionality, you can't afford to encounter pitfalls that will consume time, money and critical resources or result in "opportunity cost" to the organization. To ensure a seamless upgrade and maximize ROI, you need an experienced partner who has "been there" and can guide you through critical questions such as:

- What will the upgrade project consume in time, dollars, and staffing?
- What technical considerations will you face as part of the upgrade?
- What issues can you expect to encounter during the process?
- What process changes will be required for your business to complete routine tasks in R12?
- What new functionality should your business consider adopting?

With 20 years of Oracle experience and extensive R12 upgrade expertise, Rolta TUSC can help.



### SOLUTION OVERVIEW

An Oracle Platinum Partner, Rolta TUSC has the expertise and experience you need to successfully assess and upgrade your E-Business Suite environment to Release 12. Our seasoned consultants have worked closely with Oracle from R12's earliest release, R12.01, and they are intimately familiar with both the technical and functional nuances of the applications.

A typical engagement begins with a detailed project planning assessment, which identifies required technical and business changes, pitfalls and opportunities. Our consultants then work jointly with your IT team and business users to assess your in-house capabilities and provide the appropriate level of upgrade support, whether you require a single individual to augment your team or a complete team including business leads and project management. We have experience upgrading from all versions of Oracle EBS, from 10.7 Character to 11*i*.

### BENEFITS

- **Mitigate risk**—Our intimate knowledge of R12's configuration requirements combined with strong working relationships with Oracle ensures issues are either averted or resolved quickly if they arise.
- **Increase upgrade efficiency**—Our experience and proven methodology help you upgrade your applications more quickly and cost effectively.
- **Reduce business disruption**—With careful up-front planning and multiple test upgrade iterations, we minimize downtime for your production systems.
- **Leverage new functionality**—Take advantage of new R12 features such as Subledger Accounting, E-Business Tax and Oracle Payments. You'll also lower support costs by moving to the latest release.
- **Meet comprehensive upgrade needs**—Rolta TUSC can handle your technical, functional, project management and training needs with one point of contact.

## TESTIMONIALS

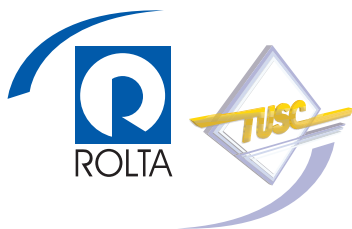
“Rolta TUSC’s depth of experience in implementing Oracle solutions, its consultants’ thought leadership, and the team’s overall responsiveness made them the compelling choice for us. They understood our business challenge and were prepared to address the implementation thoroughly and rapidly.”

— *Director of Financial Systems*

## ABOUT US

TUSC has been known as the Oracle Experts for more than 20 years, but Rolta TUSC is so much more than that now! Through the merger of Rolta’s IT Consulting Division with the acquisitions of TUSC, WhittmanHart Consulting, and Piocon Technologies, we have gained some of the world’s most knowledgeable technology and business experts in enterprise performance management, business intelligence, and CA infrastructure management solutions.

While we have added exciting new capabilities, we remain committed to maintaining our expertise and industry leadership in Oracle E-Business Suite and Oracle Technology. Now more than ever, Rolta TUSC has the expertise and solutions your organization will need to be competitive in our new economy.



**GSA** Contract Holder  
Contract GS-35F-0149U

## FOR MORE INFORMATION

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## SOLUTION DETAILS

Whether you’re migrating from 11*i* or require a more extensive upgrade from an earlier version, Rolta TUSC has the proven expertise to help you mitigate the risks associated with an R12 upgrade and maximize ROI.

You’ll benefit from Rolta TUSC expertise in:

- **Project planning**—Based on your existing release and application footprint, Rolta TUSC consultants create a detailed project definition detailing the timeline and resource requirements for your upgrade, accounting for known stumbling blocks such as patching and SRs. We also determine the appropriate number of test upgrades and training requirements at this time. Our consultants then manage to this project definition, ensuring your project is completed on time and on budget.
- **Identifying “deltas” for new/enhanced functionality**— Rolta TUSC consultants help you understand what additional configuration and/or process re-engineering will be required to address changes between your existing release and R12. Managing these deltas is critical to retaining business functionality.
- **Testing**—Rolta TUSC consultants develop a “living” playbook of test scripts and scenarios for your final upgrade conversion. With multiple test iterations designed to remediate technical issues, we minimize the level of downtime required for production systems. Similarly, multiple cycles of user acceptance testing ensure users can perform business tasks seamlessly.
- **Training**—From navigation review to functionality changes, we highlight critical release differences and explain new processes to create a seamless transition for your staff.

For companies struggling with the upgrade decision, we also offer our cost-effective accelR12™ impact assessment. By identifying business and technical impacts, a change management approach for employees, and a high-level upgrade plan including resource estimates and organizational dependencies, you can make a fully informed decision and secure executive buy-in.

Your ERP system is the heart of your business. Don’t trust your upgrade to just anyone. Rolta TUSC has the unique combination of expertise and strong partnership with Oracle to ensure your upgrade is optimized for success.