AGL Resources Upgrades its Oracle EBS from 11i to R12.2.4 in 6 Months

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AGL Resources leveraged IT Convergence's R12 expertise to take its subsidiary Pivotal Home Solutions from 11i to 12.2.4 on time and on budget.

COMPANY OVERVIEW

AGL Resources is a utility and power services company with over 150 years of experience. Pivotal Home Solutions, an AGL Resources retail subsidiary, provides homeowners with peace of mind regarding financial stability related to home repair and maintenance. Pivotal Home Solutions operates in 17 different states, with over 1.2 million customers. It is one of the fastest-growing businesses within AGL Resources, with over 750k calls handled and a 94% customer satisfaction score.

THE CHALLENGE

> **Governance, Risk and Compliance Product Installation**
>
> **3rd Party Bolt-on Software that had to be upgraded due to moving to R12**
>
> **Cutover Plan**

Governance, Risk and Compliance had to be reinstalled and caused problems when it saw existing objects for the same software. External vendors had to be involved to make sure AGL Resources had the right versions of the software. There were 60 or 70 different versions of the cutover plan produced. Many adjustments and tweaking were done during 70 hours of production downtime.

THE ITC SOLUTION

> **Preparation**
>
> **Training and communication management**
>
> **Frequent monitoring and status checks**

ITC performed a detailed analysis of custom objects and code remediation for R12. The team identified data model differences between R11 and R12, finding and solving 162 issues before cutover, and provided 2,500 hours of testing. The key to the project was offering training workshops and extensive communication for end users. The team also performed health checks, post-upgrade setups, data reconciliation and functional validation.

LOOKING FOR A PARTNER IN YOUR EBS UPGRADE? TALK TO OUR EXPERTS AND MAKE ITC YOUR COMPANY OF CHOICE. CONTACT US

"We leaned on IT Convergence and their R12 expertise coming into this upgrade."

**Srinivas Gutti,
IT Director**

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