LARGE AMERICAN MANUFACTURER OF ALUMINUM RAILROAD FREIGHT CARS PARTNERS WITH ITC TO

UPGRADE, TEST AND DEPLOY ORACLE EBS 12.2.8

CUSTOMER PROFILE

HQ
Chicago, Illinois

INDUSTRY
Manufacture

EMPLOYEES
1077

ITC SERVICES
- Consulting Services
- Training Services
- Testing Services

APPLICATIONS & TECHNOLOGIES
- **Oracle EBS R12.2.8, specifically the following modules:**
  - Financials (General Ledger, Receivables, Payables, Cash Management and E-Business Tax)
  - Order Management (Order Management, Advanced Pricing, Shipping Execution, iStore, eCommerce Gateway)
  - Manufacturing (Engineering, Bills of Material, Work in Process, Quality, Costing)
  - Supply Chain (MRP/MPS, Purchasing, Inventory, Warehouse Management, Mobile Supply Chain)
- **Oracle ERP Cloud (SaaS)**
- **Red Hat Enterprise Linux OS 7.6**
- **Oracle Database 12C**

INTRODUCTION

The Client is the largest manufacturer of aluminum and steel bodied railroad freight cars. The Client also refurbishes and sells replacement parts for railcars. Regardless of Oracle Applications being the backbone of their operations, the Client had been neglecting upgrading to the latest versions for years and had a dependency on Oracle Support to fix the issues of their 12.0.6 instance. With their applications coming to their end of life, the Client was looking for a partner that could help them plan and execute this long-needed upgrade.

CHALLENGES

- With limited functionality, the Client's IT team had to rely on more than 677 CEMLI's to address the functionality gaps
- The Client has a 24x7 production schedule in some of its locations, requiring minimal downtime to execute R12.2.8 production cutover and CEMLI migration
- Dependency on Oracle Support. Putting the Client's operations at risk as well as at risk of SOX violation

SOLUTION

In support of this project, ITC provided the following services to the Client:

- Upgrade, testing and deployment of Oracle EBS 12.2.8
- Upgrade, testing and deployment of existing 12.0.6 CEMLIs (677) to version 12.2.8 AD Online Patching (ADOP) standards
- Upgrade underlying Oracle hardware to DellEMC PowerEdge Servers & Fiber Brocades
- Upgrade Red Hat Enterprise Linux OS from 5.11 to 7.6 to ensure hardware support
- Upgrade Oracle Database software from 11g to 12c to bring up to latest version
- R12.2.8 functionality and deltas trainings and workshops

RESULTS

Thanks to the Upgrade our Client was able to:

- Access new functionalities to achieve business goals and receive the highest level of application support
- Facilitate regulatory compliance and boost application efficiency
- Increase Business Value through enhancements provided by new version
- Reduce Downtime through Online Patching
- Improve User Engagement through Intuitive User Experience

ITC ADVANTAGE

- **Oracle Platinum Partner & Oracle Excellence Awards Recipient**
- **Oracle Cloud Excellence Implementer (CEI) & Oracle Cloud Managed Service Provider (MSP)**
- **Advisory Board Member of Oracle EBS**
- **Oracle ACE Directors & Deep Functional Expertise**
- **Gartner Magic Quadrant Recognition for 8+ years (2012-2019)**