Case Study

Oracle EBS 12.2 Upgrade

The client, a U.S. telecom company with 10,000 employees and locations scattered across multiple countries, needed to upgrade its Oracle EBS and Oracle Database deployments. The client is a long-time customer of Datavail, collaborating on various Oracle upgrades and migrations as well as using Datavail as their managed services partner for Oracle E-Business Suite.

The Challenge

Due to the upcoming expiration of Oracle's Premier Support for Oracle EBS 12.2 in December 2021, the client in this case study knew they needed to plan ahead for the EBS 12.2 upgrade well in advance. With years of knowledge of the client's internal IT systems and environment – and Oracle Platinum Partner status – Datavail was the natural choice.

The Solution

After an initial upgrade planning meeting with Datavail to discuss the roadmap and post-upgrade support and maintenance, the client decided it made sense to combine their Oracle EBS upgrade with their database upgrade from Oracle Database 12c to 19c.

The client's EBS upgrade process was extremely fast and smooth, lasting under 24 hours instead of the 3 days that Datavail had allocated for the project. Datavail then helped the client apply the latest patches and updates to Oracle Database in order to permit the upgrade to 19c. In particular, Datavail's DBA experts helped clean up thousands of old database jobs, slashing the upgrade time from 26 hours in the first round to just 6 hours in the last round.

The Results

Now that the upgrade is complete, the client enjoys the following benefits:

- Greater peace of mind, without the need to perform another EBS upgrade until at least December 2023 when EBS 12.2 Premier Support expires.
- An easier upgrade to the upcoming "EBS 12.X" version, which will be supported by Oracle through at least 2030.
- The ability to upgrade their Linux operating system to a new version compatible with EBS 12.2 and Oracle Database 19c.
- Access to Continuous Innovation on the EBS platform.

Looking to upgrade Oracle EBS or Oracle Database? Datavail can help.
Get in touch with our team of Oracle experts today for a chat about your business needs and requirements.