

## Case Study

# U.S. Telecom Company

The client, a U.S. telecom company with 10,000 employees and locations scattered across multiple countries, needed to upgrade its Oracle EPM 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 EPM 11.1.2.4 in December 2021, the client in this case study knew they needed to plan ahead for the EPM 11.2 upgrade well in advance. With years of knowledge of the client's internal IT systems and procedures – 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 agreed to move forward with the upgrade, initially building out a Test environment followed by the Production environment.

The client's EPM upgrade process went very smooth, as Datavail's experts were well prepared to take on the EPM 11.2 upgrade. This was in part due to Datavail's intellectual property that helps ensure quality and save time during the upgrade process.

After moving through the Test environment installing, configuring and migrating items such as Foundation Services, Essbase Admin Server, Provider Services, Financial Reporting, Calculation Manager, along with application migrations including data, module tuning and environment testing, the production build out went exactly as expected. Datavail's experts were also able to get LCM backups configured for various aspects of the system, along with the scripting to start and stop the environment in a much more efficient manner.

## The Results

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

- Greater peace of mind, without the need to perform another EPM upgrade until at least December 2030 when EPM 11.2 Premier Support expires.
- An easier upgrade to the upcoming "EPM 11.2.X" version, which will be supported by Oracle through at least 2030.
- Access to Continuous Innovation on the EPM platform.

Looking to upgrade your own Oracle EPM environment? Datavail can help. [Get in touch](#) with our team of Oracle experts today for a chat about your business needs and requirements.