



**SFS INTERNATIONAL**

## Customer Case Study: KCC Malls, Philippines

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**Overview:** KCC is a retailer in the south of the Philippines with a number of department stores and retail outlets in various cities. A long term user of Oracle E-Business Suite and Oracle Retail, KCC maintains a very small IT department. They were on EBS 11.5.9 running on a Sun Linux System and operated a Shared Services Centre for 13 Companies with a large number of concurrent users. Cost was a key factor and they could not accommodate any downtime on the production server due to the high volume data feed from the retail system.

**Objectives:** To setup an EBS Release 12 system including:

- All or as much of the intellectual property from the 11.5.9 system as possible
- Load all 13 companies [Operating Units] and the master data with open transactions
- Convert any customizations to fit with Release 12
- Create minimal downtime on the production server and go live
- Keep a release 11 look and feel while retaining the ability to use the Release 12 features

**Our Approach:** We used a 64bit multiple processor Intel box, Oracle Enterprise Linux and Rapid e-Suite tools to accelerate this job. We installed the Linux system remotely and using a GOLD version of a FRESH INSTALL +patches, were able to complete this process in just two days. Using our tools we extracted all the configurations from the 11.5.9 instance and loaded them into the database of our CONFIGURATOR. We then ran various features that upgraded the 11.5.9 configurations and at the same time compared them with a R12 GLOBAL TEMPLATE within the tools, thus bringing in missing configurations for e-Business tax and making necessary adjustments to others. The 1st Operating Unit along with the various R12 configurations from our GLOBAL TEMPLATE enabled us to build a KCC MASTER TEMPLATE. Our software also provided a BUSINESS UNIT CONFIGURATION CHANGE SHEET (BUCC) for setting up additional OUs from here on. These two formed the basis of setting up all the 13 Companies. The configurations were injected into Oracle instances for all the 13 companies via our BUILD tool which ensures Oracle validations. During the same time, MASTER DATA was extracted from the EBS 11.5.9 instance for loading into Rapid e-Suite to undergo the same process. Three cycles of setting up the configurations with various testing in between was performed, the final cycle being on the PRODUCTION instance.

**Summary:**

- ✚ The entire process for all 13 companies from start to Go live took less than **ten (10) weeks**.
- ✚ Go live weekend started on a Friday, and the customer faced **ZERO downtime** as we simply switched to the new production server on Monday morning!
- ✚ We had been **50% cheaper** and had completed the task at least **70% faster** than anyone else had estimated.