

“I haven’t seen this kind of commitment before from a technology vendor and provider, and it meant a lot to me. It set the tone early on that everyone was going to do whatever it took — period.”

— CIO & Treasurer —



Client Case Study

Major West Coast Port City in CA

BIAS

E-Business Suite Upgrade and Analytic Tools Modernization

Business Situation

- The City was using Oracle E-Business Suite (EBS) 11.5.10 as their day-to-day Financial, Projects and Supply Chain transactional systems
- Software was out of support and had scalability issues with ERP and reporting due to older technology and infrastructure
- Wanted to implement EBS to move to the latest version 12.2.5, update the infrastructure to leverage Oracle engineered systems of Exadata and Exalytics, and upgrade to OBIEE and Oracle BI Applications

Results

- Delivered leading edge functionality for Grants Accounting, General Ledger, AR, AP, Supply Chain, Procurement, and HR
- Modernized reporting capabilities, delivering over 80 OBIEE reports directly against Oracle EBS
- BIAS selected as long-term managed services partner supporting the Oracle infrastructure, database and applications suite

BIAS Approach

- Gathered requirements for the new technology architecture
- Remediated the City's Exadata, Exalogic and Exalytics infrastructure architecture
- Upgraded to Oracle Database 12c
- Implemented Oracle Business Intelligence and the Oracle EBS suite of applications
- Engaged with the City business users to review existing reports
- Sunset existing Oracle Discoverer reporting and replaced it with OBIEE and OBIA
- Conducted full user acceptance testing with the stakeholders

Key Lessons Learned

- Heavily optimized the OBIEE reports against EBS to meet real-time needs and avoid impact to EBS
- Involvement of City users in testing the reports was critical to the success of the initiative