Nature's Sunshine manufactures and distributes nutritional and personal care products worldwide.

CASE STUDY

Oracle EBS R12 Upgrade
drastically reduced maintenance overload, boosted NSPs efficiency and overall performance

Why Vigilant

Vigilant has been providing managed services to support their Oracle environment. Our team was embedded with their IT operations for ongoing support With a proven and successful support model and a long-lasting relationship, Vigilant was a natural choice to upgrade their Oracle E-Business Suite and related technologies.

CLIENT CHALLENGE

Founded in 1972, Nature's Sunshine Products "NSP", is a Utah based manufacturer & marketer of dietary supplements/ personal care products. NSP was running Oracle E-Business Suite 12.1.3 to support their operations along with process manufacturing for their product formulations and quality checks. Their environment was heavily customized and directly integrated with their web order system.

PROJECT DETAILS

Acting as an extension of NSP's team we executed their project per its scope and exceeded their delivery expectations through skilled execution of both the EBS upgrade project and its cutover plan.
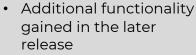
Vigilant

PROJECT DETAILS

This included retrofitting multiple CEMLI objects to be compatible with EBS version R12, allowing NSP to take advantage of the new versions improved functionality.

By enabling online patching, our team was able to complete their EBS upgrade with minimal downtime and disruption. The project went well with negligible post development issues and we maintained consistent communication with their team throughout Throughout the project our EBS & DBS teams maintained and provided 24x7 managed support services for their multiple instances. Our DBA Team has since continued providing support to NSP under a managed services contract

SERVICE PROVIDED

- Upgrade Oracle EBS Environment (12.1.3 to 12.2.9)
- Database to 19C
- Upgrade ASCP & Demantra from 12.2.4 to 12.2.8
- Identify/Catalog Customizations by Complexity, Application & Domain
- Complete Fit Gap Analysis & Retrofit Customizations

- Provide Environment Planning, Architecture, Testing & Maintenance
- Re-test to ensure all functionality is as expected specifically OPM & Quality related functions & CEMLIs
- Conduct User Acceptance Testing
- Post Go-Live Support

BUSINESS IMPACT

- Additional functionality gained in the later release
- Vigilant's team identified, categorized, and validated NSP's customizations by their complexity, application & domain during the upgrade process.

- Cleaned up inventory of customizations
- Document the outcomes, which lead to the application of the applied remediations that eliminated customizations that were no longer needed as the functionality already exists in R12.2.9 or the customization was no longer in use.

- NSP now benefits from a drastically reduced maintenance overload

CONTACT US