

## A Hospitality Corporate Client Spotlight

### An Overview:

The client, a leading name in hospitality, business was running an Oracle E-Business Suite ERP system to manage their business operations which includes Financials, Supply Chain Management and Projects. Their existing system is running with more than 5 operating units and 20 inventory organization for Financials and Supply Chain Process. The client had taken an initiative to implement Daily Business Intelligence to ensure visibility on Business Performance in different processes. However, it was not implemented as per the client's requirement. Apart from this, the client had planned to upgrade current release (11i) to latest release to mitigate the risk of being de-supported.

### Business Requirements and Challenges:

- Re-implementation of Oracle Daily Business Intelligence
- Configuration of Management Dashboards
- Synchronization of Multiple Ledgers / Chart of Account for Single Financial Dashboard
- Upgrade Oracle EBS 11i to R12
- Customization Upgrade
- Upgrade with Multi-Node and Load Balancing Environment

### Solution: Oracle EBS Release Upgrade from 11i to R12 and DBI Implementation

HIPL Role:

- Reviewing and Correcting DBI Implementation
- Provided Knowledge to the client's Technical Team to Manage and Maintain DBI
- Configuration of Management Dashboards
- Configuration of KPI and Financial Dashboards
- EBS Upgrade to 12.1.3
- Discoverer Upgrade
- User Acceptance Test

### HIPL Value Addition for Client benefit:

- Visibility of Business Process Performance with DBI
- Capability to build new dashboard by technical team
- Provided Familiarity with R12 new features and process
- User Training

**Duration of the Project**  
Dec 2009 - Ongoing

**Team Size:**  
06

