



مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
مؤسسة عامة Gen. Org.

R12 Upgrade at KFSH&RC Case Study

Background



King Faisal Specialty Hospital & Research Center (KFSH&RC) is ranked amongst top 50 hospitals in the world placed at 28th position and 1st in Kingdom of Saudi Arabia. The hospital is the national referral center for oncology, organ transplantations, cardiac surgery, genetic diseases, and more. KFSH & RC has its presence in Riyadh and Jeddah, Saudi Arabia. It operates approximately 1100+ beds. Oncology Centre of the KFSH&RC provides comprehensive cancer treatment, education and training and clinical research.

Oracle Application is the key system for KFSH&RC and its employees, over the period organization has continuously learned to utilize the system to maximum possible extent and gained lot of benefits. Diverse operations for business areas of finance, supply chain, human capital management and enterprise assets management are running on 21 modules implemented .

To take optimum benefit of ERP investment, KFSH&RC has planned for Oracle Application and Database upgrade from its current release 11.5.10.2 to R 12.1.3 which is the complete, integrated, standard-based, adaptable, accessible, secure and scalable Oracle Global Business Release.

Number of Employees
12000 +



Project Summary- R12 Upgrade Of E-Business Suite



Modules Upgraded

- Oracle General Ledger
- Oracle Accounts Payable
- Oracle Accounts Receivable
- Oracle Cash Management
- Oracle Fixed Assets
- Oracle Enterprise Assets and Management
- Oracle Purchasing
- Oracle Inventory
- Oracle Order Management
- Oracle Warehouse Management
- Oracle Mobile Supply Chain
- Oracle iProcurement
- Oracle iSupplier
- Oracle Contracts
- Oracle Sourcing
- Oracle Core HR
- Oracle Payroll
- Oracle Self Service
- Oracle iRecruitment
- Oracle Performance Management
- Oracle Time and Labor

Resources :

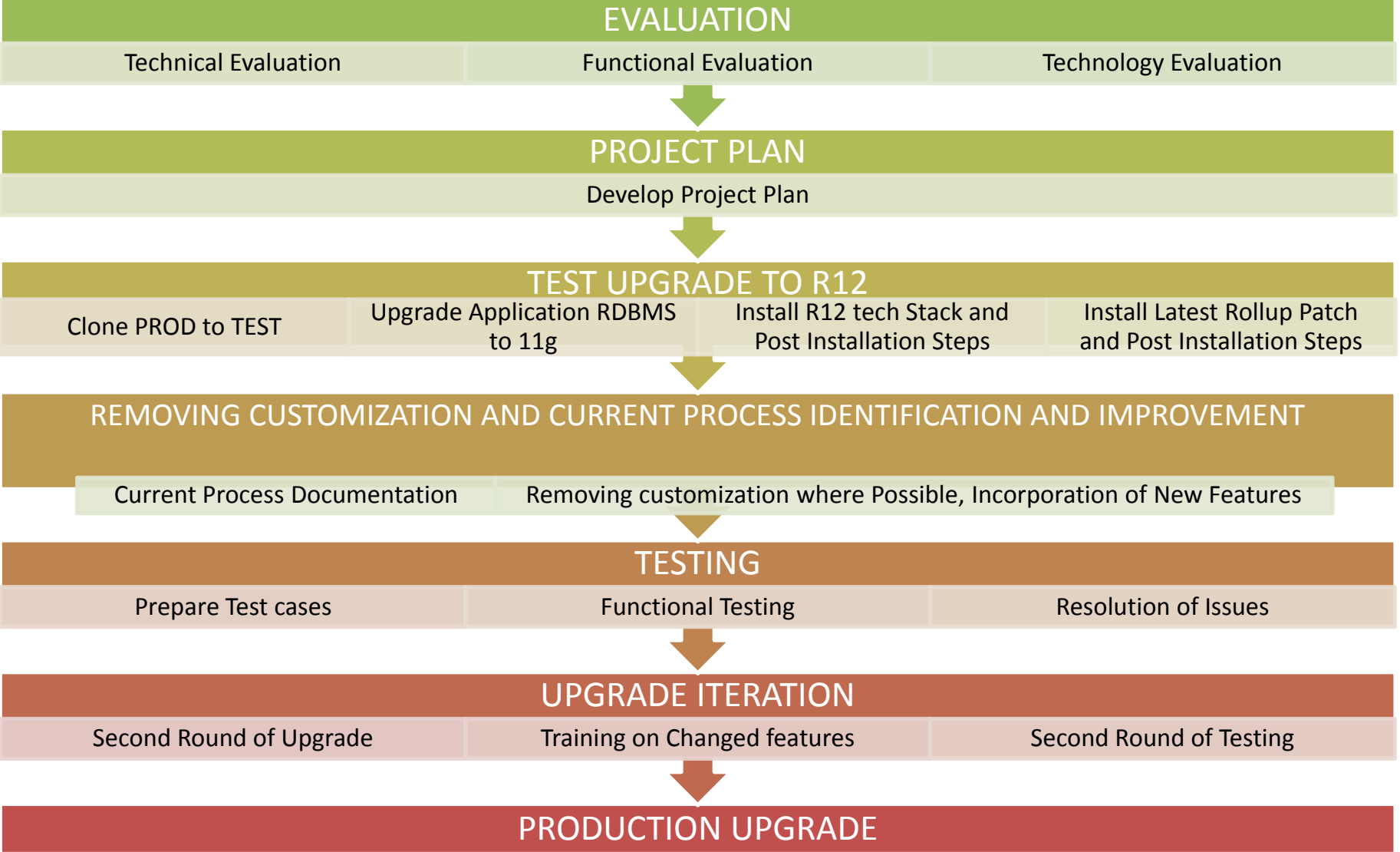
Program Manager	-	1
Functional Experts	-	4
Technical Experts	-	4
DBA	-	1

Contract Period :

Project Kick Off :	01 st June 2011
Production Go Live :	29 th Oct 2011

Upgraded Application	:11.5.10.2 to 12.1.3
Upgraded Database	:10.2.0.5 to 11.2.0.1

Project Summary- R12 Upgrade Of E-Business Suite



Functional Activities

- Understand “As Is” Processes
- Identification of Customization
- Perform R12 Impact Assessment
- Removal of Customization where ever possible
- Retro fit of custom objects
- Incorporation of New features
- Define “To Be” Processes
- Develop Training Plan
- Define Migration Path
- Perform a Migration Risk Analysis
- Refine Upgrade Timeline and Cost Estimates

Training & Documentation



- Identify the training needs based on the Impact
- Provide training as per the requirement
- Provide Role based Trainings to users
- Developed User Productivity Kits

Challenges

- Management of Multiple Modules
- Removal of customization as much as possible and use the seeded process supported by oracle support.
- Identification of bug in the current process and making the system error free .
- To ensure downtime as low as possible while upgrading the application.

Project Success Factors



- Support and commitment from the Top Management and Business Owners across all the Business Areas was excellent.
- Evaluation of the Project before starting
- Multiple Iterations
- Support from Client Team in arranging the Hardware timely.
- Dedication from business users community across all business areas for testing and getting trained.
- Good Project Planning and Approach
- Excellent Internal Communication
- Excellent support from Oracle.
- Experience of Upgrade, resulting quick resolution for problems.

Project Highlights



- Completion of Project before desired timeline helps KFSH to save cost & manpower utilization for the R12 upgrade project
- Removal of 90 % Customization
- Moving to the standard Oracle leave Management from custom leave management solution
- Upgrade of all the modules implemented by multiple implementation partners
- Transition to a future platform to be aligned for future growth
- Minimum Downtime on production instance



Why Evosys?



Very Strong
Implementation Experience

R12 Functional Expertise

Lucid understanding of
R12 Technology changes

Competent Delivery Models

100%
SUCCESS

Why Evosys?



- Very strong all round **experience** in implementing and upgrading R12
 - Financials, SCM, HCM, EAM and MFG.
 - 100% Project Success rate
 - Adept in all server environments (Solaris, RHEL, IBM AIX POWER etc)
- Deep **Understanding of R12** Technology Changes
For smooth Application and Database Upgrade and Migration of Custom Objects.
 - Quick and Error-free project approach
- Get **Expert Functional Analysis** to help evaluate
 - The list of new features applicable to your environment.
 - Replacing Customizations with R12 New Functionalities
 - Adding new enhanced features
 - Upgrade Model Evaluation
 - Suggestion for Top-up modules to further smoothen the business



Why Evosys? (Contd.)



- Project **Implementation Methodology**
 - Oracle ABF Methodology
 - Perfect adherence to Project plan
 - Deliverables on time during project life cycle.
- Competent Delivering using **multiple models**
 - Upgrade the existing environment
 - Installation of new environment and migration.
- Get the **Fast Track** Vanilla Upgrade in less **than three months**
- Get a **100% Success Guaranteed.**
 - On Time
 - In Budget



Questions?



Thank You

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