Abu Dhabi General Services “Musanada” HRMS Upgrade Case Study
Abu Dhabi General Services “Musanada” was established by His Highness Sheikh Khalifa bin Zayed Al Nahyan in December 2007 as a shared service company serving the Government of Abu Dhabi. Musanada is an integral component of the Emirate’s vision of becoming one of the top governments in the world and contributes directly to the goal of “World Class shared services to the Abu Dhabi Government”.

Musanada’s shared services are grouped across 3 domains; Building Services, Technology Services and Business Support Services. Its core mission focuses on bringing together and providing services that are common to multiple entities by establishing and managing the efficient, effective and economic delivery of support services to the Government of Abu Dhabi.

Number of Employees: 17000+
Number of Users : 8000+
Project Outline—Upgrade of Oracle HRMS

Modules Upgraded:
- Oracle Core HR
- Oracle Self Service HR
- Oracle Performance Management
- OBIEE

Resources:
- Project Manager - 1
- Functional Experts - 2
- Technical Experts - 1
- Techno Functional Expert - 1
- DBA - 3
## Project Outline—Upgrade of Oracle HRMS

<table>
<thead>
<tr>
<th><strong>Contract Period:</strong></th>
<th><strong>Hardware Platform:</strong></th>
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<tbody>
<tr>
<td><strong>Project Kick off Date:</strong> 15-Dec-2011</td>
<td>Intel (R) Xeon(R) CPU E5420 @ 2.50GHz</td>
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<tr>
<td><strong>Production Go Live Date:</strong> 18-Mar-2012</td>
<td>4 cores, 16 GB RAM</td>
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<tr>
<th><strong>Database:</strong> Upgrade from 10.2.0.4 to 11.2.0.1</th>
<th><strong>Operating System:</strong> Linux 5.3 Red Hat</th>
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<tbody>
<tr>
<td><strong>Application:</strong> Upgrade from 11.5.10 to 12.1.3</td>
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• Upgrading the application and the database to the latest version of Oracle, without impacting the existing processes and customization.

• There were a huge number of hard customizations in the application to suffice to the business requirements.

• Introducing the new features in R12.1.3 and removing the customization wherever applicable.
Challenges

• It was a very demanding project as we were the focal point of attention for all our competitors in the region, for Musanada being a govt. entity and one of the most powerful and influential client in the region. The entire Abu Dhabi Government Department was involved in the Upgrade.

• The Abu Dhabi Government had 32 entities using Oracle HRMS E-Business Suite, and the challenge was to ensure that the upgrade went without any major issues and without affecting the business processes.
Challenges (Contd.)

• The client had various customizations like OA Framework, Workflows and API Customizations. To map the business processes into the application, the client had implemented many customized processes, hence it was a challenge to retro fit the customizations to the new release.

• Managing the third party integration during the Upgrade Process for Document Management System and E-Agenda. Musanada was using Document Management System store to retrieve the documents of any employee at ease, while the E-Agenda was used by managers to access the employee information through the portal in meetings/discussions.
Our Result Oriented Approach

• Project Management
  — Agreed on scope up front
  — Maintained a “parking lot” for items to be considered after go live
  — Maintained a list of issues
  — Maintained awareness of ongoing 11i Production support changes
  — Set up Intermediate milestones
  — Weekly Review & DBA meetings

• Project Schedule
  — Ensured that the project phases and milestones are aligned with important business considerations such as quarter end/year end
  — Expectations were set that going-in schedule is subject to change
  — Initial phase was a “bug hunt” to try and find obvious glitches
  — Subsequent upgraded environments serve as “Pilot” systems to help finalize R12 setups and resolve any bugs
  — Followed “Pilots”, perform formal tests with business users
Our Result Oriented Approach (Contd.)

- **Custom Objects:**
  - No. of changes
  - We figured out how many of the changes will be minor and how many will be rewrites
  - Thorough Testing

- **Testing**
  - We ensured that the client had comprehensive test scripts to cover all processes
  - We involved the business team—creating test scripts and executing
  - Test with “old data” (that was upgraded) and new data
  - Test standard and custom report printing

- **Plan for the third party Integrations**
Our Result Oriented Approach (Contd.)

• **Cutover Events**: During this project, we ensured the below Cut Over Events
  
  — Cut over planning starts early in the project.
  
  — Communicate Well
    
    o No surprises
    
    o Assume nothing
  
  — “Cut over Plan”-instructions should be detailed enough that others could do the steps in someone’s absence.
  
  — Practice the steps with each technical upgrade.
  
  — Timed the steps.
  
  — Developed a communication plan, fallback plan, 24x7 contact list (including key third-party vendors), Go/no-go decision support.
  
  — Allowed time for business team to do some basic testing before the system is open for business on the first day after cutover.
  
  — Managed the impact to interfaced systems (inbound and outbound).
Benefits of the Upgrade

- R12.1 is designed to help in making better decisions and be more competitive, while lowering costs and increasing performance.

- Release 12.1 represents a continued commitment to excellence and quality and centres on these key business drivers:
  - Achieve Rapid Return on Investment
  - Standardize and Simplify HR Processes

- HRMS Release 12.1 supports multiple best practices, including:
  - Career Path, Succession, and Advancement
  - Compensation, Rewards, and Recognition
  - Employee Development and Training
  - Employee Satisfaction and Retention
  - HR Mission, Strategy, and Structure
  - Performance Management
Benefits of the Upgrade (Contd.)

- **Improves Employee, Manager, and Administrative Productivity**: A highly productive workforce depends on driving technology and automation. Typical improvements in productivity through the implementation of the E-Business Suite HRMS applications include:
  - Reduce time to hire by up to 10%.
  - Improve time required for open enrolment/life event changes by up to 50%.
  - Improve time required to apply for a job by up to 50% and to process a job requisition by up to 25%.

- **Key New Functionality and Technology**

- **Expense/Operating Savings**: The benefits of Expense/Operating Savings help reduce the operating costs of an organization. These are measurable costs which would be typically found on an organization's income statement. Reduction or elimination of these costs contributes to the improved financial health of the organization and helps attain a rapid return on investment.
• **Labor/Productivity Savings** - Labor Productivity Savings benefits are the benefits from reduction in labor efforts. The benefit can be measured through estimating the burdened salary costs associated with various tasks per type or category of employee.

• **Revenue/Service Delivery Improvements**: These are much softer benefits that can be derived as a result of specific costs reductions or productivity improvements. Enabling greater business insight into business processes helps uncover problem areas and streamline policies, which helps create a solid business balance between people, processes and technology, which are the three key items that leading organizations keep in balance in order to succeed.
We had weekly review meeting with business users and DBA Meeting with the respective owners to ensure that the business users were always aware of the various stages of the project and the exact progress.

- Successful migration of all the customizations without impacting the business process.
- Converting a number of customizations to standard features in 12.1.3, and hence removing the hard coded customizations.
- Completing the entire upgrade process in 60 hrs than the estimated 96 hrs.
- We as a team had broken the Upgrade process in 4 major sections
  - Plan to Upgrade
  - Prepare to Upgrade
  - Perform the Upgrade
  - Finish the Upgrade
- During our entire project duration, we performed 6 trial rounds of upgrade before the final upgrade, this gave us and the client the much needed confidence before the D-Day.
Why Evosys

• Very strong all round **Experience** in implementing and upgrading R12
  — Financials, SCM, HCM, EAM and Manufacturing
  — 100% Project Success rate
  — Adapt to all server environments (Solaris, RHEL, IBM AIX POWER etc)

• Deep **Understanding of R12 Technology** Changes
  — Resulting in smooth Application and Database Upgrade and Migration of Custom Objects.
  — Quick and Error-free Project Approach

• Project **Implementation Methodology**
  — Oracle ABF Methodology
  — Strong Project Management
  — Deliverables on time during project life cycle.
Why Evosys (Contd.)

• **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

• **Competent Service using Multiple Delivery Models**
  — Upgrade the existing environment
  — Installation of new environment and migration

• **Fast Track Vanilla Upgrade in less than three months**

• **100% Success Guaranteed**
  — On Time
  — In Budget
Questions?
Thank You

Global Headquarter
Evolutionary Systems Pvt. Ltd.
11th floor, Kataria Arcade,
Beside Adani Vidya Mandir School,
Behind ADANI CNG Pump,
S. G. Highway,
Makarba – Ahmedabad – 380054.
Tel : +91 79 30233300, 30233301
Fax : +91 79 30233399,

U.K./ Europe Headquarter
London Office
Evolutionary Systems Company Limited
344-354 Gray’s Inn Road
Kings Cross, WC1X 8BP, London
Tel :+44 – (0)207-164-2000

ME Headquarter
Evolutionary Systems Arabia Fz LLC
112, Building 11, Dubai Internet City,
PO Box 500830, Dubai, UAE
Board: +9714-4380181
Fax: +9714-4380180

Contact Us :

business@evosysglobal.com

Follow us on -

Facebook
http://www.facebook.com/Evosys

Twitter
http://twitter.com/evosysoracle

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http://www.linkedin.com/company/evosys

www.evosysglobal.com