



# Forsys' Upgrade Service Reduces Manual Intervention, Improves Integration Runtime for a Telecommunications Customer

## Insight

The customer is a market leader in broadband & video streaming company. The customer based in California has engaged with Forsys for Managed Services to keep the Oracle SaaS applications up to date.

As a part of Oracle's Quarterly Patch Upgrade, Forsys detected a few issues, identified the root causes, fixed the problems, and successfully upgraded the Patch to the PROD instance.

As a result of the Oracle Patch Release, the customer saw improved integration runtime, elimination of manual intervention, seamless generation of invoices within time, and timely close of monthly financial reports.



### Industry

Broadband and Video Streaming



### Revenue

\$150+ M



### Employees

1001 - 5000



### Headquarters

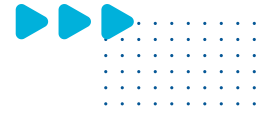
California, US

## Business Challenge

Every quarter, Oracle releases Patches and the customers get new functionalities in Oracle Cloud (SaaS) applications. These functionalities need to be tested along with the existing business processes within a three-week window to apply the quarterly upgrade Patch in Test POD and PROD POD. However, there were a few challenges:

- The customer had a two-week window to execute all the Test Cases before applying the Patch to the PROD instance.
- Pass all the executed test cases before the patch is applied to PROD. In case of any failure, an Oracle SR should be raised and the PROD patch application be put on hold.
- Transfer all the Item quantities from One organization's Subinventories to another organization's.
- Unable to assign Catalogs for newly created Configurator items; this impacted the Sales order process.
- Challenges while integrating the Shipped Sales order lines to the install base.

# Transformation Journey










Forsys did the following to address the challenges:

- Created the test plan for patch testing.
- Designed an accelerator using Automation scripts to test the end-to-end flows for the quarterly upgrade.
- Introduced new features/ functions.
- Helped in identifying the workaround solution and completed the material transaction from One organization's subinventory to another Organization's Subinventory.
- Addressed reported issues.
- Identified the issues and provided a solution to receive the material into the system and help to close the Catalog assignment issue.
- Identified the root cause of the issue and modified the code accordingly to avoid Manual intervention and helped in running integration smoothly.

## Impact

Forsys upgraded the Oracle SaaS applications to the latest Patch Release that enabled the customer with an ability to:

-  Identify and report issues before the updates are applied to the production environment.
-  Use the latest features to ease their business process.
-  Use the new features to reduce customizations.
-  Generate invoices for all the eligible orders and send the invoices to the customers within the timeline and close their month end process without any delay.
-  Process and close the Purchase orders and generate invoice and payments in time.
-  Cost optimization and improved productivity with software uptime.
-  Improvement in Integration runtime and elimination of Manual intervention.

## About the Client

The client, headquartered in San Jose, California, offers video delivery technology and services that support media companies and service providers in delivering ultra-high-quality broadcast and OTT video services to their consumers worldwide.

## Solution Components

Oracle SaaS, Selenium