

Forsys Upgrades Oracle Patch Release, Improves Financial Close Time for an Electronics Manufacturer



Insight

The customer is a manufacturing company in the appliances, electrical, and electronics industry. The California-based customer has partnered with Forsys to provide Managed Services to keep all the Oracle SaaS applications updated.

As a part of Quarterly Patch Upgrade, Forsys identified a few issues, fixed them, and successfully upgraded the Patch to the PROD instance.

Forsys upgraded the latest Oracle Patch Release for the customer and resulted in seamless generation of invoices within time, closed monthly financial reports easily, improved system uptime, lowered costs, and more.



Industry

Appliances, Electrical, and Electronics and Manufacturing



Revenue

\$374+ M



Employees

5001-10,000



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.
- Unable to process the Sales orders for billing because they were stuck at the "Shipped" status. This impacted their month end closing process.
- A few of the Purchase Orders could not be processed in the system even though the users received the goods physically because the system was showing "Material Receiving" status.







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.
- ➔ Addressed reported issues.
- ➔ Helped in identifying the root cause and fixing the issue within hours and processed the orders to run the month end closing process.
- ➔ Identified the issues and provided a workaround solution to receive the material into the system and help to close the Purchase orders.

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.**
-  **Process and close the Purchase orders and generate invoice and payments in time.**
-  **Costs optimization & improved productivity linked with software uptime.**
-  **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.**

About the Client

The customer, headquartered in California, US, innovates and designs technologies in material science, engineered material, and thermal management solutions that protect critical applications of its customers.

Solution Components

Oracle SaaS, Selenium