# Panaya

# PANAYA'S SECRET SAUCE FOR ORACLE EBS UPGRADE SUCCESS

How system integrators can utilize Panaya for managing a successful project and hitting the timelines

## argano

### CUSTOMER PROFILE

Business and Technology Services Provider

### WEBSITE

https://oracle.argano.com

### LOCATION

Plano, Texas

### NEED

- Argano was helping a client upgrade from Oracle E-Business Suite (EBS) version 12.1 to 12.2
- Have the most up-to-date testing assets for use with the client
- Enhance testing processes and coverage for complete compliance
- Ensure seamless operations and maintain data integrity

### THE IMPACT

- Mitigating the risk of financial losses and operational disruptions throughout the upgrade process
- Maintaining operational excellence and ensuring regulatory compliance
- Achieving improved efficiency and effectiveness of the ERP system
- Reducing workload by the equivalent of four months' worth of manpower through the strategic use of Panaya in the upgrade phase

## ABOUT ARGANO:

Argano, the world's first and leading designer of modern Digital Foundations™, empowers companies to reimagine their business operations by integrating, automating, and optimizing the way data, technologies and users interact. Fortune 100 to Global Fortune 2000 trust us for a faster, more reliable journey to their best digital future. Learn more at https://oracle.argano.com/.

## THE CHALLENGE:

Argano was selected as a System Integrator to manage an Oracle E-Business Suite (EBS) upgrade from version 12. 1 to version 12.2.

The project was extraordinarily complex and demanding for several reasons:

- There were approximately 3,600 corrections identified by Panaya that needed to be made to complete the upgrade. In addition to these, there were another 6,500 non-Panaya identified items that needed to be validated or remediated. This is a substantial number of issues to address and requires a lot of time and effort from the team involved in the upgrade, on top of ongoing code changes and periodic patching cycles throughout the lifecycle of the engagement.
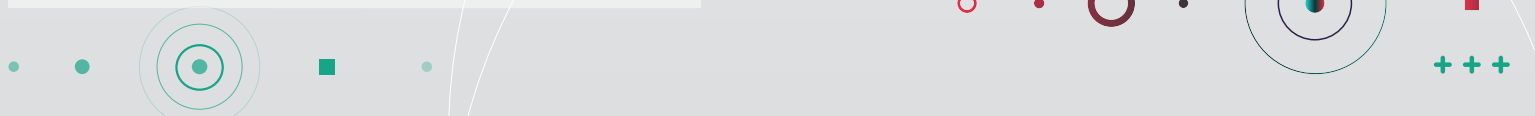
- The fact that much of the development work was done in India while the customer-facing work was done in the US also presented some challenges. The team had to collaborate across different time zones and manage the project's progress in one central location. However, by using the Panaya tool, the team was able to monitor progress on a daily or hourly basis, which helped them stay on track with the timelines for the project.

- The upgrade was done during the COVID-19 pandemic, which added an additional layer of complexity. The team was not able to work on-site until the go-live date, which made communication and collaboration more difficult.

- Argano wanted a testing solution that standardized and streamlined the upgrade process, reducing complexity and mitigating project risks.

## THE COMPETITIVE EDGE: PANAYA'S IMPACT:

The partnership with Panaya was a key factor in the success of the project and has provided Argano with a significant competitive advantage. With **Panaya Release Dynamix for Oracle EBS,** they have gained detailed and specific information about the project, enabling them to have a more accurate understanding of the timeline and scope compared to their competitors. Argano was able to provide precise details, such as identifying thousands of items that need attention.

In addition, Panaya's capabilities in identifying the corrections needed during upgrades and the impacted modules during patching have resulted in **considerable time and cost savings** for both Argano and their customers. It has become an essential tool in their efforts to deliver efficient and effective solutions.

*"The value that Panaya brings is undeniable, especially for ongoing projects, patching, and test management beyond development. It streamlines testing processes and improves project outcomes."*

***Kathy Dreyfus,*** *Program Manager, Argano*

Argano discovered that Panaya's expertise and comprehensive solution were the perfect fit for their requirements. Panaya's platform offered the capabilities they needed to streamline the upgrade process and enhance their customer's testing assets. Panaya's solution provided Argano with the ability to modernize their customer's testing practices and be in compliance with industry regulations in order to meet regulatory standards.

## STREAMLINING PROJECT MANAGEMENT AND UAT SUCCESS:

During the upgrade project, there was a specific instance that stood out: The Argano team had three standup meetings every day, which consumed a substantial amount of time in all hours of the day. The Panaya solution to manage and track progress in the project helped to stay on top of the extensive tasks and deliverables.

*"The Panaya tool was invaluable in managing where we were in the project and staying as close to it.. The monitoring and measurability of the Panaya tool were great. I can't imagine if we were trying to do that manually somehow.."*

***Kathy Dreyfus,*** *Program Manager, Argano*

Panaya was also critical for managing the UAT (user acceptance testing) phase of the project, which involved approximately 300 people testing across the business.

*"If we didn't have Panaya, I honestly don't think we could have done it in Excel. It would have not been doable."*

***Kathy Dreyfus,*** *Program Manager, Argano*
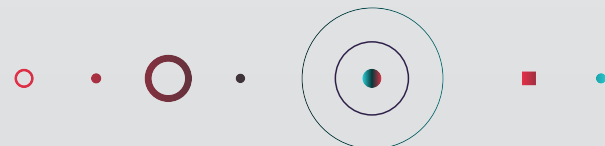
# THE RESULT:

Panaya identified approximately 3,600 corrections that needed attention, saving Argano considerable time and effort. Additionally, there were around 6,500 non-Panaya identified items that required validation or remediation, and Panaya's development capabilities played a key role in effectively managing these items. The centralized platform provided by Panaya allowed them to track progress and ensure the successful completion of key milestones, which was crucial for the project's overall success.

By utilizing Panaya during the upgrade phase alone, Argano was able to **save at least four man-months of work.** Without Panaya, manually identifying and addressing the corrections would have been an overwhelming task, and they estimated that an additional 8,000 pieces of code would have required manual review.

With approximately 300 testers dispersed across separate locations and business units, conducting such complex test cycles in Excel would have been impossible. Panaya provided the necessary capabilities for end-to-end testing, ensuring a thorough evaluation of various test scenarios.

*"Panaya's solution proved to be instrumental in mitigating risks and ensuring a successful transition, helping us to maintain operational excellence during the upgrade."*
**Kathy Dreyfus,** *Program Manager, Argano*

# ABOUT PANAYA

Panaya enables organizations to accelerate application changes and continuously deliver innovation with its Change Intelligence Platform. Panaya provides cloud-based application delivery and testing solutions that ensure collaboration between Business and IT. Enabling enterprise agility with faster release velocity and uncompromising quality, Panaya delivers an optimized user experience with end-to-end visibility of the application lifecycle. Since 2006, 3,000 companies in 62 countries, including a third of the Fortune 500, have been using Panaya to deliver quality changes to enterprise ERP & CRM applications.