

LEADING TELECOM STREAMLINES AND DE-RISKS ORACLE PATCHES AND CUSTOMIZATION



CUSTOMER PROFILE

Telecommunications

WEBSITE

www.bezeqint.net

LOCATION

Global

NEED

- Always up-to-date Oracle ERP system
- Fully functional customizations
- Business continuity
- Change management
- Effective code testing

THE IMPACT

- Optimized test plans
- Risk-free production
- Seamless patches
- Custom code updates
- Reduced costs
- Time savings

ABOUT BEZEQ INTERNATIONAL

Bezeq International (Bezeq) specializes in solutions for the telecommunications sector. The company's services include internet, telephony, cloud computing, data center and disaster recovery, IT integration, and cybersecurity. Bezeq International serves businesses of all sizes, including governmental agencies, and works with the world's leading cloud companies.

THE CHALLENGE

Bezeq uses the Oracle Enterprise Resource Planning (ERP) system and application suite to manage many enterprise activities. Oracle ERP software forms a complex web of operational and object dependencies, with periodic maintenance patches, service packs and updates, as well as quarterly security patches (Critical Patch Updates).

Bezeq applies the Oracle patches as they are needed and on a regular basis, in order to ensure optimum security and functionality. In addition, Bezeq frequently introduces its own business-specific customizations into its Oracle ERP system.

The company was dependent on a time-consuming manual process to assess the downstream impact of customizations and patches on their operations. It did not provide them with a clear, comprehensive understanding of the effects of each object change and what needed to be tested before moving on to production. This meant a higher risk of post-go-live business disruptions and potential customer service issues after deployment.

“Panaya helps us see the impact of every change that we need to apply in our Oracle ERP, and to avoid the risk that they can introduce.”

Gabi Halfon, Core Systems Development Manager



THE SOLUTION

Bezeq adopted Panaya's Test Dynamix due to its uniquely in-depth, AI-based and fully automated impact analysis. The solution's change intelligence includes information on precisely what objects are impacted with each Oracle customization, update or patch.

Panaya assesses the risk to operational continuity of any impacted object, as well as its respective production usage and test coverage. This provides Bezeq with a full understanding of how business processes will be affected and what integration points are likely to break.

Panaya's risk-based analysis prioritizes potential issues by their impact and offers automatic test generation to cover the detected risk. Bezeq prepares their testing plans accordingly, without the manual effort and estimations that accompanied previous Oracle patches and customizations.

Customized Panaya dashboards enable robust visualization and reporting of the scope of Oracle ERP changes. The project team can see the overall risk assessments and remediation progress, as they collaborate on the easy-to-use SaaS platform.

RISK-FREE OPTIMIZATION

With Panaya impact analysis, Bezeq is able to avoid the risk that Oracle ERP customizations and patches can introduce into production. This includes identifying workstreams that would be affected due to certain features being deprecated and what coding is necessary to adjust to those changes.

Bezeq leverages Panaya's risk-based analysis to create highly targeted testing plans. They can now focus testing precisely and avoid scenarios that would not produce useful results, thus optimizing coverage without compromising on quality.

Bezeq is saving a tremendous amount of time and resources previously spent on assessing the impact of changes to their Oracle ERP system. By facilitating more risk-free implementations, Panaya Test Dynamix is also reducing potential costs incurred due to business disruptions.

ABOUT PANAYA

Panaya enables organizations to accelerate application change 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.