

HEXAWARE

Powering Airline Digital Transformation with Oracle Cloud Infrastructure

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A Global Force in Airline Technology

A leading global IT and communications provider for the air transport industry, the client plays a crucial role in keeping airline operations connected, efficient, and secure. Their journey illustrates how airline IT modernization is driving digital transformation across the sector.



Challenge

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Aging Infrastructure in a High-Demand Industry

The client’s on-premises data center supported a complex, multi-tiered Oracle E-Business Suite environment and critical business applications. They needed a secure, scalable cloud platform to improve operational agility, enhance disaster recovery, support mobile integrations, and enable smoother external connectivity.

At the same time, they wanted to refresh their Oracle E-Business Suite application and Oracle database environments with a database upgrade to more current releases for better performance and long-term support.



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Cloud-Optimized Architecture, Built for Scale

Hexaware migrated and upgraded the client’s Oracle E-Business Suite to Oracle Cloud Infrastructure, modernizing both application and database layers for enhanced performance and security. Key improvements included:

- Designed a secure OCI network landing zone aligned with CIS benchmarks.
- Used Oracle EBS Cloud Manager for seamless lift-and-shift migration, preserving customizations and workflows.
- Enabled automatic OCI backups for robust data protection and simplified recovery.
- Upgraded Oracle EBS from R11.5.10.2 to R12.2.4 for improved functionality and support.
- Integrated AI and automation to optimize operations and improve user experience.
- Added new business features to meet evolving functional requirements.

- Validated end-to-end processes post-migration to ensure business continuity and data integrity.
- Enhanced OS-level security with patching, hardening, and access controls.
- Configured high-availability setups using OCI services for fault tolerance and uptime.
- Enabled secure mobile access with VPN and multi-factor authentication.
- Built a scalable OCI migration framework for efficient future migrations.
- Leveraged OCI Full Stack Disaster Recovery (FSDR) for automated failover and business continuity.

Key accelerators:

- Oracle Cloud Adoption Framework (CAF): CAF’s tailored guidelines and best practices helped smooth the onboarding process and optimal use of cloud resources.

- Oracle E-Business Suite Cloud Manager: Leveraged Oracle’s official migration and provisioning tool for E-Business Suite to Oracle Cloud Infrastructure to automate backup, cloning, and rapid deployment processes, minimizing manual effort and simplifying migration.

This approach ensured modernization with minimal disruption and maximum value.

Benefits

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Lower Costs, Higher Efficiency, Greater Scalability

- Reduced total cost of ownership (TCO) and infrastructure spend by enabling flexible payment models and Bring Your Own License (BYOL)
- Scaled on demand, improving system performance and operational efficiency
- Strengthened security through robust data protection aligned with global regulatory and compliance standards
- Delivered a future-ready architecture powered by Oracle Cloud Infrastructure (OCI) automation and next-generation capabilities
- Elevated user experience and business agility with modernized cloud solutions
- Ensured business continuity by leveraging Oracle's built-in disaster recovery and backup services



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Modernizing Mission-Critical Systems for Global Aviation Excellence

As a global leader in airline technology, the client modernized its aging, resource-intensive Oracle E-Business Suite environment by migrating to Oracle Cloud Infrastructure with Hexaware’s cloud-optimized approach. This strategic shift upgraded both ERP and database layers, integrated AI and automation, and enhanced security and mobile access, delivering a resilient, scalable architecture built for high-demand operations. With a secure cloud backbone and a clear roadmap for future innovation, the client now benefits from reduced infrastructure costs, enhanced performance, and a future-ready platform that supports agility, compliance, and digital transformation across the aviation sector.



Ready to transform with Oracle Cloud?

Contact **marketing@hexaware.com** to discover how Hexaware's proven cloud solutions can drive efficiency, scalability, and growth for your business.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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