

HEXAWARE

Hexaware Powers a Seamless Oracle E-Business Suite R12 Upgrade for a Leading Australian University

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

University Modernizing for the Future

An Australian educational leader, trusted by over 35,000 users, relied on its financial systems to keep operations running smoothly. But after years on an aging platform, the university faced mounting risks. Hexaware stepped in as a strategic partner, leading a seamless Oracle E-Business Suite upgrade to R12.2.10—delivering a secure, scalable, and future-ready transformation.



Challenge

Client

Challenge

Solution

Benefits

Summary

Outdated Systems, Rising Risks

The university's financial backbone was showing its age:

- **Outdated Technology Stack:** Running on RHEL 6.4 and Oracle Database 11.2.0.4, the system faced growing security and performance threats.
- **Lack of Documentation:** Limited records on integrations and customizations made upgrade planning uncertain and risky.
- **Insufficient Testing Coverage:** Gaps in integration testing during SIT phases meant potential issues could surface after go-live, threatening business continuity.



Solution

Client

Challenge

Solution

Benefits

Summary

Seamless, Strategic Upgrade to Minimize Risk, Maximize Value

Hexaware's approach was clear and action-oriented:

- **Comprehensive Oracle E-Business Suite upgrade:** We upgraded from R12.1.3 to Oracle EBS R12.2.10, unlocking features like online patching, a modern user interface, and extended support—ensuring compliance and future innovation.
- **Infrastructure Modernization:** The operating system was upgraded to RHEL 8.4 and the database to 19C, delivering a robust Oracle database upgrade for better performance, security, and compatibility.
- **In-Place Upgrade Approach:** By preserving existing configurations and integrations, we minimized disruption and downtime, aligning with the university's need for a smooth transition.
- **Thorough Documentation & Testing:** We mapped every customization, integration, and business-critical process. This ensured comprehensive coverage during SIT and UAT, reducing post-go-live risks and enabling a flawless cutover.



Benefits

Client

Challenge

Solution

| **Benefits**

Summary

Unlocking Efficiency, Security, and Sustainable Growth

- **Reduced Total Cost of Ownership:** Infrastructure consolidation and improved performance cut TCO by 30%.
- **System Stability & Security:** The Oracle EBS upgrade delivered a secure, stable environment with enhanced patching and long-term support.
- **Enhanced Functional Coverage:** Financial and procurement modules saw a 25% boost in capabilities, including mobile access, better user experience, and embedded analytics.
- **Zero Critical Go-Live Issues:** The transition was seamless, with zero showstopper issues and only minor items resolved during hypercare.
- **Scalability & Future Readiness:** The upgraded platform now supports future integrations, compliance, and digital transformation—positioning the university for long-term growth.



Summary

- Client
- Challenge
- Solution
- Benefits

| Summary

Future-Proofing University Operations

Hexaware’s strategic Oracle EBS implementation empowered the university with a secure, scalable, and future-ready Oracle financial system upgrade. By modernizing infrastructure and adopting a risk-free, well-documented approach, the university is now equipped to support its large user base with improved performance, usability, and lower operational costs.



Want to modernize your financial systems with zero disruption?

Contact our Oracle EBS experts at **marketing@hexaware.com** to discuss your Oracle EBS upgrade journey.

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>.

Get in touch