

Sierra Atlantic helps a major Construction company expand its application footprint with Oracle R12 upgrade and implementation

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August 6, 2010

### Client Profile

Sembawang Engineers and Constructors (SEC) is one of the largest engineering and construction companies in South East Asia, managing projects around the globe from its headquarters in Singapore. Sembawang specializes in handling a diverse spectrum of technologically challenging and complex projects in the niche areas of mega infrastructure, high-rise building and utilities works such as power and water plants.

### The Business Need

- SEC's ERP roadmap included Oracle 11.5.9 Financials & HRMS Application Modules for over 6 years now along with an in house developed legacy system, Online Project Costing System (OPCS).
- OPCS catered to the business needs of SEC for Project Costing and Procurement activities including Subcontracting, which forms the core requirement of SEC for Construction and Infrastructure Projects.
- To ensure it sustained its market leading position, to further streamline its Projects & Subcontracting processes and considering the long term strategic vision of the company which involves exploring significant growth and global expansion options, SEC decided to implement Oracle R12 E-Business Suite system.
- This would also help SEC to leverage the compelling value enhancements made available on the R12 platform with its new capabilities and features to restructure the critical business processes.
- In the backdrop of these business needs, SEC decided to upgrade the existing 11.5.9 version of Oracle modules in Finance and HRMS to R12 and then implement the Projects and Services Procurement application modules in a phased manner.

### The Approach and Solution

#### The Salient points of the upgrade approach and solution scope were:

- Multiple Test Upgrades with the relevant functional/technical activities for both Pre & Post Upgrade phases. The information thus obtained, was consolidated and used for subsequent upgrade iterations.
- Active monitoring of Critical Patch Updates, Service Requests Resolutions to ensure a timely resolution of issues identified during functional/technical testing.
- Detailed Test Scripts were maintained for both – new/updated functionalities introduced in R12 and any business process changes.
- Upgradation and rigorous Testing of over 250+ custom components including Custom Reports, Workflows, Forms & Interfaces.
- Close interaction between Oracle Customer Support and Critical Accounts Manager to ensure quicker escalation assistance and smoother reconciliation of data especially for Financials modules.

### Customer Stats:

- Offers one stop capabilities around the Building, Infrastructure and Utilities sectors
- Part of the Punj Lloyd group in India
- Number Of Employees : 3000 +
- Revenues : US \$ 806 Mn

### Industry:

- Engineering & Construction

### Services offered:

- R12 Financials & HRMS Upgrade
- R12 Projects & Procurement Implementation



#### About Sierra Atlantic

Sierra Atlantic is the leader in offshoring enterprise applications and outsourced product development. With expertise derived from deep R&D relationships with enterprise software leaders such as Oracle and Microsoft, we provide full lifecycle product development and IT services including implementation, integration, development, testing and support. Sierra Atlantic is amongst the largest IT services companies, offering services in the “New Oracle Economy”, Outsourced Product Development and Microsoft competencies, with global delivery from both India and China. Over 200 active customers currently address their business needs leveraging our Nshore™ methodology and best-in-class Global delivery capabilities. A recognized leader in quality, Sierra Atlantic has been the recipient of many distinguished awards including Oracle Partner of the Year (3 years consecutively), Microsoft Gold Certified and NXT Delivery Partner, IDC DQ Top 20, and Great Places to Work. Sierra Atlantic is headquartered in Fremont, California and maintains operations in 16 countries across North America, Europe and Asia Pacific. For more information, please visit [www.SierraAtlantic.com](http://www.SierraAtlantic.com).

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- Performed 3 Period Close Testing Cycles to ensure smoother Month-end Closing before Go-Live.
- Leveraged ‘Delta-Training Approach’ to address and educate users on the changes introduced in R12 v.s. the 11.5.9 version of Oracle.

### Challenges Faced

- 12.0.4 issues and shift to 12.0.6
  - Problems with core features like Payments & E-Business Tax in Accounts Payable module influenced the decision to move onto 12.0.6 instead of 12.0.4. , post which the issues were resolved.
- Financial Reconciliation issues
  - Due to the changes made in R12, there were lots of issues involving upgrading transaction attributes and accounts reconciliation. These were rigorously followed up and worked upon with Oracle by Sierra Atlantic’s team until they were successfully resolved.

### Business Value Delivered

- Operational efficiencies resulting from Streamlined Projects & Subcontracting processes.
- Restructuring of mission critical business processes with the enhanced functionalities available in Oracle R12 resulting in low Total cost of ownership (TCO).
- Improved visibility into the business flows resulting in real-time decision making across at all levels.
- Leveraging next generation Oracle technologies available in Oracle R12 with a scope of further expansion in the application roadmap and footprint.
- Better business reporting resulting from compliance driven financial consolidation functionalities in Oracle R12.

