OBJECTIVE OF THIS DOCUMENT

The objective of the introduction of R12 upgrade of your existing Oracle E-Business Suite modules on 11i is to add value to your current business to become compliant and align your investment with global changes.

The primary goal of upgrade from 11i to R12 became mandatory due to standards, mandates, corporate governance, strategies etc.

Furthermore, the global economic climate being challenged by competitiveness, mandates, etc require new technological enhancements to be able to comply with the challenges. Hence, R12 version of Oracle e-Business Suite, with its technological, enhancements and functional transformation of entire 11i architecture has emerged to comply with the new trend of doing business.

ABOUT VESL TECHNOLOGIES LTD

VESL Technologies is a 100% Oracle Focus Company experienced in sales & implementation of Oracle Products over the past decade. VESL has gain several distinctions in implementation of Oracle EBS across Africa & across industries like Telco, Financial Sector, Utilities, & public sector. Through the various implementations of EBS and Oracle technologies, VESL has today acquired domain industry expertise for Financial Sectors, Telco, and Utilities. With the change in world economic order, VESL being focused on Oracle Apps & Tech only, has anchored in several countries in Africa from East to West. We have also established offices in both emerging & established countries such as Tanzania, Kenya, Rwanda, Malawi, Zambia, Mauritius, Ghana etc.

VESL resources consist of several nationalities with both English & French speaking experienced consultancy caliber, and the quest for new territories has been our objectives. With such an approach, VESL ensures continuity businesses & customer care. Our online 24 * 7 support programme has been launched and VESL will provide a dedicated technical & functional support t all VESL & non VESL who are oracle clients.

Our pool of resources backed by a strong Management team of high caliber experienced people has set goals to become a leading consulting firm for Oracle in Africa. Throughout its journey with Oracle, since year 2000, VESL has won many awards.

VESL has also launched its Business Intelligence/Data Warehouse department to complement help customers move towards Corporate Governance.

BUSINESS VALUE OF UPGRADING TO RELEASE 12

Release 12, which became available in January 2007, included major architectural improvements to the Financials products to support global and shared service operations,

improve operational efficiencies, and reduce risk. It also incorporated the latest revisions to Oracle's middleware and database technologies.

Release 12.1, which became available in May 2009, rounds out Release 12 with significant enhancements to the other product areas, including Procurement, Supply Chain Management, Human Capital Management, Customer Relationship Management and Master Data Management. It also contains usability improvements and centralized life cycle management

WHY UPGRADE TO RELEASE 12?

Release 12 Value Proposition

Release 12 introduced a new centralized architecture that improves support for shared services while standardizing and simplifying the financial infrastructure across your enterprise. It supports the centralization of the following key business functions:

- Accounting policies are standardized across the entire enterprise with Sub-ledger Accounting, ensuring adherence to the same set of accounting rules.

- Financial results are stored and easily accessible with Ledgers and Ledger Sets to support faster and simpler period end closing.

- Legal entities easily model legal corporate structures and tie all related components together with Legal Entity Configurator.

- Banks and bank accounts are centrally managed, providing a single point of access for internal bank accounts across Oracle applications.
- Payments are centrally disbursed and captured with Oracle Payments, automating and streamlining integration with external financial institutions.

- Transaction taxes are consistently managed and processed with E-Business Tax, which offers consistent support and control of complex transactional tax requirements across the enterprise.

- Inter- and Intra-company accounts are centrally defined with the Advanced Global Intercompany System to improve period end reconciliation.

Release 12 also introduced improvements in end user productivity, including dashboards, step-by-step checklists, wizard-like pages, and consolidated single-page setups in these and other product areas:

- o Collections
- o Payments
- o Accounting Setup
- o Tax

Release 12 made producing all types of reports much easier – whether reports that include images, charts, multiple fonts and colors, board quality financial statements or government mandated forms. By delivering reports using Business Intelligence Publisher – which uses an

extract and template model – we put the capability to format and deliver reports in the hands of business users, and enabled our customers' compliance with local reporting obligations.

In addition, Release 12 included enhancements across the Financials products to support global business growth at lower cost with more control and flexibility. Below is a sample of the more than 300 new features and enhancements introduced in Release 12:

- Replacement for disabled accounts
- Invoice line level entry and approval
- Partial period revenue recognition
- COGS and revenue matching
- Line level cash applications
- Conversion of delinquent receivables to payment plans
- Funds optimization with cash pooling and zero balancing
- Bank account-level reconciliation options and tolerances
- Rollback on select assets with Automatic Depreciation Rollback
- Streamlined receipts management with receipts tracking and receipts missing capabilities

Release 12.1 Value Proposition

Release 12.1 rounds out Release 12 with significant enhancements to all of the other product areas. Some key new features in Release 12.1 and in related analytics and integration solutions are:

- Sourcing enhancements to streamline sourcing processes, enforce compliance and reduce risk, and achieve sustained savings; these include Excel integration to run what-if analysis, Earnest Money Deposits, two-stage evaluation of Request for Proposal (RFP), and Cost Factors and Price Factors; new capabilities such as spend classification and analysis have also been added
- High volume warehouse operations support, including advanced wave planning, demand-based forward pick replenishment, and integration with Oracle Transportation Management

- Optimization of supply, demand and design chains with the new Value Chain Planning solutions in Oracle Supply Chain Management

- Talent Management improvements, including summarization of all talent information in a single user-friendly Talent Profile page, recruitment dashboards interview management, learner groups and mandatory enrollment in Learning Management, objectives management and line of sight/cascading of objectives in performance management; also, a new succession planning module, as well as continued support for Global HR and Payrolls

- Ability to view fully-loaded estimated costs (including transportation, duties, and taxes) across the complete supply chain with Oracle Landed Cost Management

- Ability to manage vendor rebates and special price requests and have complete visibility into the ROI for promotional funds and the effect of supplier price changes with Oracle Supplier Ship & Debit and Price Protection for Wholesale Distribution

- Ability to manage cash flow and payment holds and to ensure that subcontractors satisfy contract deliverables with Subcontractor Payments for Engineering & Construction, Utilities, Oil & Gas, Telecommunications and anyone else

New functionality has been continuously added to Release 12.1 on a regular basis. In December 2009, Release 12.1.2 release update pack (RUP) was released, which contains statutory and regulatory updates as well as enhancements across the E-Business Suite product areas. Key highlights include enhancements in Service and Field Service and in Supplier Lifecycle Management, and improvements in usability and user experience. More specifically, the following are delivered:

- Service and Field Service Dispatch Enhancements for improved Dispatch Center Workbench Task Management, Mobile Field Service technician screen personalization and auto sync; Additional Cost factor Support for more effective Scheduling of Technicians; Partnership with Trimble for GPS Support; and optimized and streamlined Service Request Creation & Management for faster data entry

- Supplier Lifecycle Management and Supplier Data Hub to support extended supplier registration, profiling and performance management, along with Master Data Management capabilities such as de-duping and merging

Usability enhancements across the E-Business Suite, including Web 2.0 controls such as mouse-over and pop-ups, in-line editing of attachments, and look-ahead searching, as well as support for embedding rich content such as business intelligence reports, dashboards, and so on.

Extending the overall 12.1 release, two new products are introduced:

- Supplier Lifecycle Management

- Supplier Data Hub.

New and enhanced Applications Integration Architecture (AIA) integrations; and two new analytical applications – Incentive Compensation Analytics and Spend Classification have been released. In addition, we announced the availability of the Oracle Procurement-On Demand service delivery model.

METHODOLOGY AND APPROACH
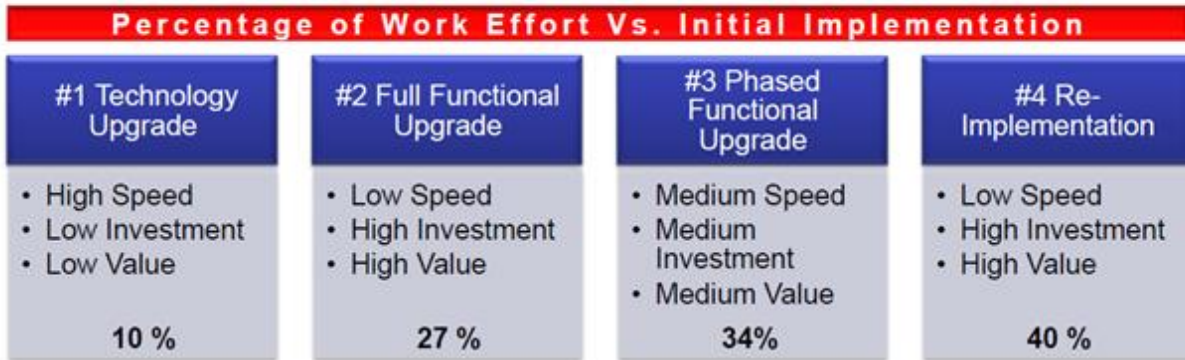
R12.1 Functional Upgrade Assessment

We work with you to determine if R12 is right for you. We're skilled in reviewing your business processes to spot opportunities for streamlining work, tightening controls and adding efficiencies that save time and money. Our expert assessment allows you to determine how well the next release will meet your needs and to estimate your upgrade costs. For a fee, VESL Upgrade Assessment gives you confidence that investing in R12 will bring real benefits.

The R12 Functional Upgrade Assessment Phases Include: Audit, Report, Manage

Audit

Understand the System Architecture

Modules in use

Modules to be implemented

Identify business issues

Issues must be clearly defined and measurable

Set performance targets

Prioritize business issues

Identify the gaps between the current release and the new R12.1 release to determine functional, platform, network and operating system gaps. Functional experts are required to map custom processes from 11i to R12.1. Because of new functionality in R12, existing custom processes may be replaced by new functionality in R12.1.

Assess the database, reporting and interface transition issues

Evaluate management controls required: timing, resources and training issues

Recommend an approach (Upgrade vs. Re-Implementation)

Manage

Functional Application Tuning

System setup affects performance

Improve Functional Processes

Review User Defined Functions

Review Fast Formulas

Report

Document all issues and solutions

Summarize Performance Gains for C level executives

Get Answers

Our functional consultants combine best practices learned at other organizations and Release 12.1 new features knowledge with what they learn about your organization's unique business processes, to help determine:

- Where do our current processes run into issues?
- Would R12.1 address them?
- Are you getting the reports needed from the system?
- Would R12.1 make a difference?
- Do you have any control weaknesses?
- Would R12.1 resolve them?
- Would you realize enough business benefits from the upgrade to upgrade now?

Functional Area Best Practices

For each Oracle module you license, we interview key personnel involved in the corresponding business processes. By systematically walking through models of best practices in each functional area, we learn how your own practices conform to, or deviate from, the model. We

understand why you do things a certain way and why you experience problems…always on the lookout for potential bottlenecks, control risks and possible improvements.

Then we prepare recommendations on how you might make the most of Oracle technology and tell you whether upgrading to R12.1 is likely to bring sufficient business benefits. Our final report includes:

- A review of how well you are currently using your Oracle software.
- Recommendations on the ideal future state of your E-Business applications.
- An estimate of the costs of upgrading to Oracle Release 12.1.

PLANNING: IMPORTANT CONSIDERATIONS

- Upgrade Path
- Testing Cycle (Technical /Functional)
- Team Requirements & Capabilities
- User Training
- Tools
- Customization Retirement
- Upgrade Tuning Plan
- Cut Over Planning
- Ongoing Application Considerations (post production)

ORACLE DE-SUPPORT HORIZON

For 11.5.10

- Premier Support ends November 2010

- Extended Support ends November 2013

    o Extended support fees begin November 2011

- **Lifetime support Benefits**

  For release 11i.10 the general availability date was November 2004.
  Normally this would means that Premier Support would end No0vember 2009.
  Oracle has extended this date by one year until November 2010.Extended support thus now end November 2013.

LIFETIME SUPPORT EXCLUSIVE BENEFITS

Key Feature	Premier Support	Extended Support	Sustaining Support
Major Product and Technology Releases	●	●	●
Technical Support	●	●	●
Access to Support Portal	●	●	●
Updates and Fixes	●	●	Pre-existing
Security Alerts	●	●	Pre-existing
Critical Patch Updates	●	●	
Tax, Legal, and Regulatory Updates	●	●	
Upgrade Scripts	●	●	Pre-existing
Certification with Existing third-party Products/versions	●	●	
Certification with most new third-party products/versions	●		
Certification with most new Oracle products	●	●	

WHAT ARE THE R12 FUNCTIONALITY CHANGES?

Financials
• Financial accounting structural changes
• Improved legal entity structuring and reporting
• Consistent Sub-ledger accounting processing
• Robust ledger structures and reporting
• IFRS support
• Improved inter-company support & reporting (through AGIS)
• Centralized tax processing with EBTax
• Expanded payments processing with approvals management
• Advanced collections
• Channel revenue management
• Expanded asset depreciation methods
• Landed cost management functionality
• Month end close process changes via SLA

Operations
• OM – Item order-ability for products for product categories
• OM – credit card security & encryption
• OPM integration with inventory
• OPM MRP replaced with APS (unconstrained)
• OPM forecasting merged with discrete forecasting
• PO – advanced pricing for purchasing
• PO – advanced procurement for complex goods and services
• ASCP – distribution planning
• WIP – improved MES with supervisor workbench

Technical Track -Oracle E-Business Suite R12 Upgrade Paths

Current Level	Upgrade Path
11.0	Release 11.5.10 CU2 > Release 12
11.5.1 – 11.5.8	Release 11.5.10 CU2 > Release 12
11.5.9 or 11.5.10	**Release 12**

Database Version
10.2.0.3 – 11.2.0.1

Delivering Value with Oracle E-Business Suite Human Resources Management System Release 12.1

EXECUTIVE OVERVIEW

Long before issues with the global economy, businesses were struggling with the increasing challenges of managing people in the workplace. As more companies vie for the attention of quality talent, the ability of human resources, recruiting and service delivery organizations to improve the efficiencies of their teams becomes a competitive essential. There are always crucial business decisions that need to be made. Layoffs and job optimization may be needed, rewards may need to be distributed to smaller groups, morale may be low, and lack of good succession planning could expose organizations to even more risks. Organizations need to ensure that the workforce and organizational goals are aligned, employees are more engaged, and the workforce talent and performance effectively optimized.

By having processes in place and integrated, employees have visibility into the organizational goals and understand their role. It also removes the need for additional vendors, licenses, and staff to maintain applications that reside outside the integrated Human Resource processes. Organizations will also see lower operating expenses by reduced turnover and hiring costs, as well as higher employee productivity and the optimization of information to make crucial business decisions.

Oracle E-Business Suite HRMS Release 12.1 is Oracle"s global solution suite for intuitive and effective human capital management. Creating a rapid return on investment, Oracle E-Business Suite HRMS Release 12.1 applications automate business processes, reduce operational costs and increase efficiency, continually defining and leveraging industry best practices.
Oracle E-Business Suite HRMS Release 12.1 is based on extensive customer feedback, industry best practices, analysts" research and Oracle"s own commitment to thought leadership.

This whitepaper is intended to provide guidance in regards to the types of benefits that may be realized through an upgrade or implementation of HRMS Release 12.1. For those customers that are considering a move from an 11i implementation directly to Release 12.1, this whitepaper also calls out the significant value add enhancements to HRMS Release 12. All Release 12 features are included in Release 12.1.

INTRODUCTION

Oracle E-Business Suite HRMS Release 12.1 is designed to help you make better decisions and be more competitive, while lowering costs and increasing performance. Achieving this balance requires companies to have a global (or holistic) view of their operations. The ability to make informed decisions, work across boundaries, and manage the workforce globally benefits every organization, no matter what size or industry. Businesses that achieve a truly global perspective will end up the winners, driving out complexity so that they can focus on value added activities.

KEY BUSINESS DRIVERS

In this ever changing economic environment, we are talking about Oracle E-Business Suite in two different ways. Oracle E-Business Suite HRMS Release 12.1 represents a continued commitment to excellence and quality and centers on these key business drivers:

1. Achieve Rapid Return on Investment

2. Standardize and Simplify HR Processes

The first driver is the opportunity to achieve rapid return on investment. Feedback from CIOs is that they"re often looking for investments that will have a 6-9 month payback in this environment.

The second driver is the need that companies have to standardize and simplify, either because of cost pressures or because of merger and acquisition activity. Organizations today can"t afford the luxury of having redundant, duplicative or inefficient systems with expensive integrations. So the opportunity to standardize and simplify on a common platform is a way to eliminate costs and be more efficient in this environment.

Only Oracle has the thought-leadership and development resources to continue to deliver the world"s broadest and deepest HRMS solution that addresses these drivers; a solution that delivers significantly more value on an organization's HRMS investment.

TOP FIVE REASONS TO UPGRADE

When considering and upgrade to the latest release, it is important to understand the return on the investment of the upgrade. Here are the top five reasons to consider an upgrade:

1. Supports HR Best Practices
2. Reduces Administrative Costs
3. Improves Employee, Manager, and Administrative Productivity
4. Key New Functionality and Technology
5. Extended Maintenance and Support

1. Supports HR Best Practices

The need for more effective human resource management is stronger than ever. HR best practices improve morale, increase productivity and assure retention, as well as providing high quality programs, policies and initiatives. The goal is to create a workforce that can not only get more done, but also ensure a greater level of efficiency, timeliness and quality. Given the challenge's faced by organizations today, HR must manage their practices with a focus on the value-added goals of a rapid return on investment, the management of turnover and retention, and increased productivity. Oracle E-Business Suite HRMS Release 12.1 supports multiple best practices, including:

- Career Path, Succession, and Advancement
- Compensation, Rewards, and Recognition
- Employee Development and Training
- Employee Satisfaction and Retention
- HR Mission, Strategy, and Structure
- Performance Management
- Recruitment and Selection
- Call Center for Human Resources

2. Reduces Administrative Costs

The practice of across-the-board cost cutting is rarely the best way to achieve cost containment or savings and, in fact, often places an organization at a disadvantage. The focus of cost reduction should be on redundancy and inefficiency. Typical reductions in administrative costs through the implementation of the E-Business Suite HRMS applications include:

- Reduce HR printing and distribution costs by up to 80%
- Reduce the cost of payroll errors by up to 50%
- Reduce the cost of recruiting by up to 50%
- Reduce the benefits enrollment fees by up to 80%

3. Improves Employee, Manager, and Administrative Productivity

A simple explanation of productivity in any organization is the successful management of process. The need for HR managers to improve their core processes is greater than ever before. Organizations are not interested in grandiose reorganizations and superficial maneuvers that fail to improve upon core processes. A highly productive workforce depends on driving technology and automation. Typical improvements in productivity through the implementation of the E-Business Suite HRMS applications include:

- Reduce time to hire by up to 10%.
- Improve time required for open enrollment/life event changes by up to 50%
- Improve time required to process a job requisition by up to 25%
- Improve time required to apply for a job by up to 50%

4. Key New Functionality and Technology

The new functionality delivered with Oracle E-Business Suite HRMS Release 12.1 were designed based on extensive customer feedback, industry best practices, analyst research, and our own commitment to thought leadership. These releases represent our ongoing commitment to best-in-class applications that provide real business value. With a planned upgrade path to Fusion, Oracle E-Business Suite HRMS Release 12.1 delivers the benefits of Fusion planning and development. Leveraging early Fusion fundamentals, organizations can acclimatize to technology changes while planning a long-term applications roadmap. Enhancements throughout the release extend Oracle‟s leadership in the HCM arena and support workforce initiatives to optimize overall enterprise performance.

NEW FUNCTIONALITY IN R12

- End – End Talent Acquisition Management
- Talent Management
  - o Managing Talent Profiles
  - o Succession Planning
  - o Performance Management – Objective Alignment, Line of Sight and Offline Appraisals
  - o Learning Management – Course Evaluations and Learner Groups
- BPO Support – Enhanced Multi Tenancy
- Help Desk Integration to PSFT HR Help Desk (Integration available with PeopleSoft HCM v9.1)
- Revamped Time and Labor User Interface
- Expanded Content Provider Integrations
- Enhanced Workforce Lifecycle Management through Checklists and Web Services

NEW FUNCTIONALITY IN R12

- Workforce Performance Management
- Cascading Objectives
- iRecruitment Offers
- HR Checklists
- HR Global Transfers
- Compensation Workbench Enhancements
- Total Compensation Statement
- Workforce Scheduling Integration
- UAE, Denmark & India Payroll Localizations

NEW TECHNOLOGY

- XML Publisher – new or updated reports include:
    - All EEO reports
    - Quarterly Tax Return Worksheet
    - Employee W-2
    - Retro Notifications Report
    - Compensation Workbench Employee Statement
- Improved User Interface (most traditional „Forms‟ have been upgraded to internet based HTML pages)
- Major upgrade improvements include:
    - Parallel running of upgrade scripts
    - High level of performance tuning of upgrade scripts

5. Extended Maintenance & Support

Oracle E-Business Suite Release 12.1 delivers on Oracle's promise to support and invest in the applications already running. With this release, Oracle demonstrates its commitment to protect, extend, and evolve application investments. Customers implementing HRMS Release 12.1 will receive Premier Support until May 2014 and Extended Support until May 2017. Sustaining Support is also available indefinitely.

By extending Oracle‟s investment in Human Capital Management (HCM), organizations are ensured the ability to continue indefinitely on their current platform with Applications Unlimited.

BUSINESS BENEFITS OF UPGRADING

The following sections focus on the three main types of business benefits that might be realized by upgrading or implementing Oracle E-Business Suite HRMS Release 12.1.

1. **Expense/Operating Savings** - The benefits of Expense/Operating Savings help reduce the operating costs of an organization. These are measurable costs which would be typically found on an organization‟s income statement. Reduction or elimination of these costs contributes to the improved financial health of the organization and helps attain a rapid return on investment.

2. **Labor/Productivity Savings** - Labor Productivity Savings benefits are the benefits from reduction in labor efforts. The benefit can be measured through estimating the burdened salary costs associated with various tasks per type or category of employee. Burdened salary means a person's annual salary or wages plus benefits. This amount is typically around 30% of their salary or wages, but may vary by country or industry. A reduction in labor costs does not necessarily mean a reduction in employees. By standardizing and simplifying operations, and reducing the amount of time it takes to complete manual or time consuming activities, resources become available to focus on more strategic tasks.

3. **Revenue/Service Delivery Improvements** - Revenue/service delivery improvements in HCM are harder to measure than exact costs or labor productivity improvements. Revenue/service delivery benefits are much softer benefits that can be derived as a result of specific costs reductions or productivity improvements. These type of improvements are usually called "soft benefits" since they are much harder to measure, yet are universally accepted as an outcome benefit to process and system improvements. They are not meant to be the only benefits available, but highlight some of the main enhancements in the product and where organizations should look to realize these benefits.

SNAPSHOT of Oracle HRMS R12 New Features

Oracle HRMS R12 is the 12th release of Oracle's Human Resources Management System software, intended to automate human resources activities. This release contains various new features, including an updated user interface, controlling, accounting and productivity functions. Upgrading to R12 also extends maintenance and support from Oracle. HRMS is part of Oracle's E-BusinessSuite.

User Interface Features

- Oracle HRMS R12 features an updated user interface, including standardized fonts, colors, customizable skins, process flow and navigation across all product families. Candidate Registration is upgraded in iRecruitment, the look and feel of Absence Management has been changed, Salary Administration is more interactive and Competency Profile has been completely redesigned.

Controlling Features

- The new Global Deployment function controls employee transfers, both temporary and permanent, to different business groups. Workplace Performance Management is a new controlling feature that sets employee objectives and appraisal processes and combines these functions into a manageable plan that can be tracked over time. This software supports multiple appraisals during a given period.

Accounting Features

- Oracle HRMS R12 features new accounting options, including the ability to delete, see gaps, end-date and track salary changes in Salary Administration. Salary history of fired employees is also viewable. With the Compensation Workbench, salaries are also manageable in different currencies, compensation types and business groups. Also, Sub-Ledger Accounting resolves conflicts between different accounting requirements.

Productivity Features

- This software also includes new to-do list and checklist features, intended for actions such as creating users, printing contracts and reassigning resources for employee hiring, transfer and firing. Overall, this release is meant to reduce administrative costs and to support best practices in human resources management as a part of Oracle's larger E-Business Suite.

R12 CUSTOMER REFERENCES

Tanzania Education Authority (TEA)

VESL was responsible for the implementation of Oracle Human Resources, Oracle Payroll, Oracle Self-Service, Oracle Learning Management, Oracle Time and Labor, Oracle Financials (General Ledger, and other sub modules), Oracle Enterprise Planning & Budgeting, Oracle Grants Management.

As a prime requirement the mapping of the Mid-Term Expenditure Framework (MTEF) which was addresses through Oracle General Ledger Accounting Flexfield and Oracle Enterprise Planning & Budgeting.

Zambia Telecommunications Company Limited (ZAMTEL)

VESL was worked as implementation contractors with ZAMTEL for the implementation of Oracle Financials (General Ledger, and other sub ledgers), Oracle Projects (Project Costing) Oracle Supply Chain Management (Fleet, Purchasing, Inventory) Oracle Human Resources, Oracle Payroll and Oracle Self-Service HR.

This is VESL first exposure to the telecom sector. The resulting implementation involved a thorough study of Zambian legislative, Tax, and HR administrative policies and procedures that enabled the subsequent mapping into the application

The Company for Habitat and Housing in Africa (Shelter Afrique)

For Shelter Afrique, VESL implemented Oracle Financials (General Ledger and other sub ledgers), Oracle Loans, Oracle Treasury, Oracle HR, Oracle Payroll, Oracle Self-Service HR.

VESL accumulated a meticulous grasp of Kenyan legislation, such as HR and Payroll administration to ensure a successful deployment and implementation.

Zanzibar Telecom Limited (ZANTEL) R12

Zantel embarked on a turnkey project for Billing, Customer Care, Oracle E-Business Suite and BI with an aggressive go-live date of all solutions in 8 months.

VESL was the implementation partner for E-Business Suite, consisting of Oracle Financials, Oracle HRMS, Oracle Supply Chain Management and 2 way integrations for TABS Billing

The Oracle implementation was completed within the specified 8 months – 15th November 2008.

Tanzania Zambia Railway Authority (TAZARA)

VESL worked as successful implementation partners with TAZARA for the implementation of Oracle Financials (General Ledger, and other sub ledgers), Oracle Human Resources and Oracle Payroll.

The challenging part of the project was to manage two legal bodies in two different countries. Additionally, Tanzanian and Zambian nationals with differing social security and HR policies, managing multi currency transactions for all the sub-ledger modules and addressing the legislation and statutory reporting for both the governments (Tanzania & Zambia) was accomplished

Small Entrepreneur Loan Facility (SELF)

Under the Vice-President's office, SELF's solution incorporated General Ledger, Accounts Receivables, Accounts Payables, Fixed Assets, Cash Management, Budgeting and Loans.

Ghana Grid Company (GRIDCO)

VESL implemented end to end HRMS modules to meet the business processes of GRIDCO. The following modules were implemented successfully – Core HR, Payroll , self service , Hr check list , Learning management , Performance management . The project went live in phases with HR self service and payroll and then OLM and PMP was implemented. The entire Hr is automated and on line. Disaster recovery was also implemented for business continuity internally as well as remotely. They are live since June 2012 and are having numerous reports including employee life cycle audit reporting.

Malawi Posts Corporation

The Company for Habitat and Housing in Africa – Shelter Afrique

Tanzania Investment Center

Tanzania Education Authority

Telkom Kenya

Illovu Sugar Group

Tanzania Zambia Railway Authority

Volta River Authority

Toyota Tanzania

Zambia Telecommunications Company Limited

State Bank of Mauritius

Citigroup

Ernst and Young

Maersk Shipping

Other Clients:
- Small Entrepreneurs Loan Facility (SELF)

Upgrade References /snap shots

Client Name: **Volta River Authority (VRA)**
Contact Person Name**: Mrs. Philomena Bruce / Mrs. Felicity Issah**
Country: **Ghana**
Industry: **Utilities**

About VRA:
The Volta River Authority (VRA) was established on April 26, 1961 under the Volta River Development Act, Act 46 of the Republic of Ghana, as a corporate body with the mandate to operate mainly as a power generation, transmission and distribution utility. In 2005, following the promulgation of a major amendment to the VRA Act in the context of the Ghana Government Power Sector Reforms, the VRA's mandate was revised and has now been largely restricted to generation of electricity.

The transmission function has been hived off into a separate entity, designated National Grid Company [GRIDCo] to perform the transmission activities. In the transition process VRA has operationalized its distribution agency the Northern Electricity Department [NEDCo] as a subsidiary company.

VRA ERP Environment:

Prior to upgrade the application VRA as running on 11.5.8 with 8i database with operating system RedHat Linux 2.5. VRA used only HRMS and Payroll module. They had around 3500 employee and Payroll run use to take more than 24 Hrs while on 11.5.8 version of E-Business Suite.

We upgrade the application from 11.5.8 to 11.5.10r2 (11.5.10.20 and upgraded the database from 8i to 10g. After upgrading the application and doing some fine tuning, now they process payroll in less than 20min apart from that some of the report which use to run overnight are now completed within expected duration. We also migrated the application from RedHat Linux 2.5 to RedHat 4.0 the

After moving to 11i (11.5.10.2) they invited VESL again to perform the upgrade from 11i to R12 and to implement additional modules and do the re-engineering of missing business process in 11i.

VESL upgraded the application from 11i to R12 (12.1.1) and implemented the following new modules:

1. Core Human Resources (Implemented the missing Business Processes)
2. Self Services HR (New Implemented – Automated more than 50 different kind of application form routed to different approval hierarchies)

3. Learning Management (New Implemented – Automated the entire training administration department as well as uploaded the training history of all the employees)
4. Performance Management (New Implement – Automated the Performance Management Cycle for all the employees)
5. Payroll (implemented the missing business process & integrated with Self Services HR)
6. During the upgrade we retained the customization / interfaces / custom reports.
7. We also upgrade/configured Oracle Discovered 10g

Client Name: **Air Mauritius (MK)**
Contact Person Name : Mr. Veemal Sewtohul
Country: Mauritius
Industry : Aviation

About Air Mauritius (MK)

Created in 1967, Air Mauritius helped in connecting Mauritius to the rest of the world by regularly opening new routes. With flights to and from Europe, Asia, Australia, and Africa, our company now serves 19 regional and international destinations.

VOTED BEST AIRLINE IN THE INDIAN OCEAN

More than just an airline, Air Mauritius acts as an ambassador for Mauritius. We bring you the spirit of this country and its people on each of your fights with the special attention that our Mauritian crew provides, as well as a range of high-quality services. Air Mauritius has received several international awards recognizing the quality of its service on the ground and in flight. We are proud to have been voted the leading airline in the Indian Ocean at the World Travel Awards for the last seven years.

MK ERP Environment:

Air Mauritius launched a tender inviting bids for upgrading the Oracle E-Business Suite which was running on 11.5.10 with database on 9i (9.2.0). VESL participated in the tender and eventually selected as implementer to upgrade the application from 11i (11.5.10) with database 9i (9.2.0) to R12 (12.1.3) with database 11g (11.2.0.3).

Air Mauritius have following set of modules:

- ❖ Oracle Financials
  - o General Ledger
  - o Payables
  - o Receivables
  - o Cash Management
  - o Fixed Asset

- ❖ Oracle Supply Chain
  - o Purchasing
  - o Inventory

- ❖ Human Resources

- o Core Human Resource
- o Payroll
- o Self Service Human Resources
- o Oracle Time & Labor
- o I-Recruitment

Below is the snap shot of Functional/Technical Architecture:

- ➢ No. of Business Groups : 2 (One Old and One New)
- ➢ No. of Legal Entities : 5
- ➢ No. of Set of Book : 5 + 1 Reporting Book + 5 Fixed Asset Books
- ➢ No. Of Operating Units : 7
- ➢ 2 Costed and 30 non Costed Inventory org.
- ➢ More than 650 Custom object (Views - 300, Procedures-64 & Tables-309)
- ➢ More than 250 custom reports
- ➢ Custom form integrated with OTL module
- ➢ Custom workflow of Leaves & Recruitment
- ➢ Custom German Localization form Journal Line Reconciliation
- ➢ Blanket Purchase Order mailer program to send mail directly to supplier upon approval of PO's
- ➢ 52 interfaces from 18 different sources (General ledger, Payables, Receivables, inventory, Payroll & OTL)
- ➢ Below is the list of some of the third party systems:
  - o Rapid
  - o Cras
  - o Maintenix
  - o Outstation Cash books
  - o Siebel Miles Interface
  - o Daily Rates of Exchange
  - o Time & Attendance system
- ➢ 3000+ Employees
- ➢ Customized Payroll Localization (Mauritius Localization)
- ➢ 490 payroll elements
- ➢ 7 Main Monthly Payrolls
- ➢ Types of employee categories in our payroll:
  - o Pilots (both Mauritian and Expatriates)
  - o Cabin Crew
  - o Staff including Managers
  - o Executives and Board Members
  - o Manual Workers
  - o Drivers
  - o Professional Staff e.g Engineers
- ➢ Double Currency payments
- ➢ Payroll payment are done thru EFT
- ➢ Complex overtime calculation Shift, Non-Shift, Week Days, Weekends
- ➢ Alert, forms, Discover Wookbooks
- ➢ Extensive use of Lookups, UDTs and SITS
- ➢ Multi Node installation with Share APPL_TOP and concurrent manager residing on DB Node

➢ Running on IBM P6 server with AIX 5.3 as operating system

VESL deliver the project in Phase Approach with following objects:

- ❖ Alignment with Oracle Support Policy, as MK current platform for application and database is already on extended support
- ❖ Experience the benefits of new features with the new release.
- ❖ Provide a solid GRC (Governance, Risk and Compliance) platform for MK and facilitate compliance with IFRS (International Financial Accounting Standards)
- ❖ Reduction in the pain of maintaining two (2) Operating Units within the Air Mauritius Limited Ledger Set
- ❖ Automate & stream line the Performance Management Cycle
- ❖ Automate recruitment process by enabling DMZ for i-Recruitment for online application on available positions by external candidates.
- ❖ Retain all the customization & maintain the AS-IS functionality
  …not limited to above…

Phase – I (6 Months with 3 iteration and 2 CRP's)

- ❑ **Phase I – Will be for technical upgrade of the system & Configuration of AS IS Functionality of Oracle E-Business Suite**

- ❑ Technical (Includes Knowledge Transfer)
    - ❖ Database will be upgraded from version 9.2.0.5 to 11gR2 (latest and certified version)
    - ❖ Application server will be upgrade to 10G
    - ❖ Then the current E-Business Suite version 11.5.10 will be upgraded to Oracle R12.1.3.
    - ❖ Upgrade Oracle Data Guard from 9.5.0. to 11gR2
    - ❖ Migrating Concurrent Manager from Database Node to Apps Node
    - ❖ Migration of Sub ledger Data to SLA (For Current Financial Year + 6 Months historical data as recommended*)
    - ❖ Restore Custom forms, Workflow and Custom Reports
    - ❖ Restore all the 27 interface from 14 different sources to AS IS functionality
    - ❖ Installation and Configuration of Oracle Discoverer 10g with E-Business Suite R12
    - ❖ Configuration of DR Site
- ❑ Functional (Includes Knowledge Transfer)
    - ❖ As is Functionality to be retained for all the implemented modules
        - o Oracle Financials (GL, AP, AR, CE & FA)
        - o Supply Chain Management (PO & INV)
        - o HRMS Suite (Core HR, Payroll, SSHR, OTL & iRec)
    - ❖ Phasing out one of the operating units (Out station)
    - ❖ Configuration of Bank to include cash clearing account (CE)
    - ❖ Automation of Cash Reconciliation (CE)
    - ❖ Re-engineering of payment process and mapping the new process with Payment Manager (includes Cheque printing, EFT & Bank letters to effect the payments)

- ❖ CIP Assets (FA)
- ❖ Defining & Configuration of new payment method types
  - o Direct Transfer & EFT
- ❖ HR Check List functionality (HR)
- ❖ Resolving the existing error/bugs in Oracle HRMS as listed in scope
- ❖ Error when applying leaves on Employee Self Service
- ❖ Automatic End-dating of non-related Elements following assignment update
- ❖ Timekeeper entry screen slow to load
- ❖ Vacancies not saved during Online requisitions in some ad-hoc cases
- ❖ Restrictions of Leave Types in Online leave as per Eligibility

Phase II (3 Months with 2 CRP's)

- ❑ **Phase II – Will be functional upgrade to configure the new R12 features to map the current business process remapping for MK setups system for TO BE Process as well as implementation of new module.**
  - ❖ Implementation of Consolidation Leger
  - ❖ Implementation of Reporting Ledger (EUR)
  - ❖ Implementation of intercompany setups
  - ❖ Configuration of DMZ Server and iRec for external users
  - ❖ Implementation of Online Pay slip
  - ❖ Implementation of Performance Management Module
  - ❖ Payment Costing (Quickpays)
  - ❖ Archiving of Timecards
  - ❖ Knowledge transfer

Client Name: **State Bank of Mauritius**
Contact Person Name : **Mr. Ashvin Bhuruth**
Country: **Mauritius**
Industry : **Financial**

About State Bank of Mauritius (SBM)

The State Bank of Mauritius Group (SBM) is a leading financial services group in Mauritius with a growing international presence. It provides all services of a universal bank within a diversified business model. The lines of business include: Retail Banking, Small and Medium Enterprises, Wealth Management & Private Banking, Corporate Banking and International Banking & Global Business, Treasury services, eBusiness, Fiduciary services, Asset Financing, Stockbrocking and Asset Management. SBM started operations in 1973 and was listed on the Stock Exchange of Mauritius in 1995. Innovation, flexibility, accessibility and reliability are the key attributes that have contributed to the Group's reputation and trustworthiness. Owned by nearly 17,000 domestic and international shareholders, SBM has more than 1,200 employees and services over 340,000 customers through its network of 48 service units and counters in Mauritius, India and Madagascar. Going forward, the Group is laying greater emphasis on international operations as well as non-banking activities. The SBM brand value also benefits from continued investment in people, infrastructure and technology.

SBM ERP Environment:
SBM awarded the Oracle E-Business Suite upgrade project which was running on 11.5.7. VESL took the challenge of upgrading the application to 11.5.10r2 with downtime of less than 36 hrs on production. The environment at SBM was challenging as the PRODUCTION server had other applications running as well. They also had integration to Data warehouse and other core banking interfaces.

State Bank of Mauritius (SBM) have following modules:

- ❖ Oracle Financials
    - o General Ledger
    - o Payables
    - o Fixed Asset

CONTACT US:

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