

How Cisco IT Upgraded Its ERP Manufacturing and Finance Modules

Enterprise-wide upgrade of platform for manufacturing and finance data improves productivity and architectural foundation and eases enhancements.

BUSINESS BENEFITS

- Up-to-date fully supported platform
- Modernized architecture
- Support for process-focused operations
- Multi-functional collaborations
- Lightweight client model and built-in redundancy

“The Oracle 11i installation was flawless.”
– John Chambers, Pres., CEO, Cisco

Thousands of Cisco employees in manufacturing and finance relied on an out-of-date data platform to carry out their daily tasks.

Even though the Oracle 10x software was still getting the job done, IT, operations, and executive teams all concurred that this vital component of the company’s IT infrastructure must be modernized. Avoiding the inevitable problems of an outdated platform became the driving force for the massive undertaking. In particular, any future developments of enterprise solutions would be compromised if developed on a less-than-current Oracle platform. Support costs were also steadily increasing since it was time consuming and difficult to integrate feature enhancements and other software with the older-revision Oracle software.

The scale of the upgrade was a major challenge due to company-wide need for continuous access to the corporate data. Oracle applications have supported Cisco operations since 1995 and currently impact every functional area. The initial installation and a subsequent upgrade carried out for the Y2K situation gave the executive and IT teams valuable insights into the magnitude of this project and raised concerns about mitigating the risks for a project of this scale. In particular, it was recognized that the company had grown significantly since the last upgrade, and the business processes supported by the Oracle platform were appreciably more complex.

Success demanded the highest level of support from the executive team, with ongoing involvement and resource management. The large-scale IT project relied on the highest level of company-wide commitment, from the top down. Success was achieved through the collaboration of multiple business process areas, rigorous project management, and strict governance and metrics management. Every step of the process was pre-defined to minimize risks, and extensive team-wide rehearsals ensured that there were no surprises on the go-live date.

The new platform went live over a single holiday weekend at the end of 2003. Taking one day less than planned, Cisco successfully upgraded its entire finance and manufacturing environment to Oracle 11i. After all the rehearsals and contingency planning, the actual upgrade went flawlessly. The corporate databases were operational through it all, with access restricted for only a single day.

Rigorous governance and rehearsals set new corporate milestone for large-scale upgrades.

Case Study: http://www.cisco.com/en/US/about/ciscoitwork/case_studies/business_applications.html

FOR MORE INFORMATION

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT www.cisco.com/go/ciscoit

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