

Case Study



Flawless ERP Upgrade for Healthcare Major with 21 TB Database

Abstract

A Fortune 20 healthcare services and health information technology solutions provider wanted to upgrade its SAP ECC 5.0 installation to ECC 6.0 including Enhancement Package 3 using SAP Mobile Defense and Security (MDS) tools and services. A Web Application Security (WAS)-based Internet Transaction Server solution needed to be integrated with the Travel and Expense Module. In addition, plug-ins and service packs had to be upgraded for integrated enterprise systems such as Business Intelligence (BI), Supply Chain Management (SCM) and Customer Relationship Management (CRM).

The company selected Infosys as the consulting partner for the upgrade project based on our capabilities to deliver and maintain solutions that meet the needs of global companies.

Combining High-Level Plans with Detailed Execution Methodology

In one of the most complex upgrades executed by Infosys and SAP, we undertook the upgrade and Unicode conversion of the 21 terabyte (TB) database. In the complex work environment involving multiple stakeholders, Infosys provided an end-to-end solution – defined the approach, designed feasible options and executed the project flawlessly.

Multiple projects with several complex, custom objects challenged change management and communication. A detailed project plan along with a program for change management and focused interactions with Subject Matter Experts (SMEs) across all tracks enabled prompt deployment.

We leveraged a well-defined test strategy and meticulous cutover plan for the end-to-end testing of functional processes and security design. Our post-go live warranty support, rollback methodology and Global Delivery Model (GDM) ensured a smooth upgrade. Proprietary tools for project and program management enabled prompt analysis and realization of investments.

Business Benefits

The upgrade and Unicode conversion of the huge database deemed by SAP as the first global instance of its kind was executed smoothly. Infosys focused on benefits and realized them at each project milestone.

- Enabled savings in project costs through accelerated deployment
- Deployed enhanced functionalities on time
- Minimal downtime ensured business continuity
- Simplified interface of over 130 legacy systems
- Enhanced application availability to 100%
- Accelerated enhancement to hardware and storage capacity through smooth coordination with Corporate IT
- Prepared the platform for future next-generation SAP initiatives

Client Speak

“This was a flawless project delivered by Infosys (and SAP).”

CIO, a global healthcare company.



For more information, contact askus@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit www.infosys.com.