

ORACLE COMMERCE UPGRADE SOLUTION



Introduction

The goal of every business is to capitalize on the rapid growth in the e-commerce sector and to keep up with the rising expectations of the consumers and business buyers. What you need to do, is make sure that your Oracle web commerce application is capable of delivering an always-relevant experience to the customers in their purchase path. Upgrading Oracle commerce using an illustrative approach, with the help of an

unmatched knowledge-base would ensure a hassle-free journey to an improved customer experience.

The Infosys Oracle commerce upgrade solution enables your organization to extract maximum value from your new as well as existing Oracle investment. Infosys, with its dedicated SMEs to support the upgrade, ensures an outstanding omni-channel experience in your existing commerce application landscape.

Upgrade methodology and solution offerings

The Infosys Oracle commerce upgrade follows an illustrative approach and leverages the global delivery model (GDM) to ensure

a faster and smoother go-live, and better returns on investment. A phased approach, as recommended by Oracle, comprises

multiple upgrade phases that help mitigate risks and challenges in the planning stage itself, ensuring minimal business disruption.

Pre-upgrade phase

- Identifying the environment and gathering resources
- Oracle application upgrade assessment and planning
- Impact assessment of business process effectiveness

Upgrade phase

- Six weeks of sprints for the upgrade
- Testing and integration of parallel releases
- Quality assurance and deployment

Post upgrade phase

- Post go-live support
- Performance optimization

Upgrade accelerators / tools and templates

Readily defined approach for key functionalities

Oracle Center of Excellence

Upgrade program management

Infosys GDM methodology

In the infrastructure view, the hardware and software upgrades required for the project are identified and reviewed as per the Oracle guidelines. While finalizing the migration, all technical and functional

changes are identified and their impacts are analyzed in detail. Infosys has a proven nine-week release plan for the upgrade that includes six weeks of upgrades split into sprints. Infosys also

has a ready-to-use knowledge-base to tackle common migration issues experienced during, as well as after the Oracle web commerce upgrade.

Accelerator Tools



Migration assessment questionnaires

Infosys has developed unique, innovative, and structured questionnaires that help in reducing time and effort during the assessment phase



Web-based collaborative project management dashboard

A tool that facilitates knowledge consolidation and dissemination during different stages of an upgrade, the CPMD provides a snapshot indicating the various workflow stages and their status. It is also an online repository of challenges encountered during an upgrade and their respective solutions, which can be shared by the entire project team for faster issue resolution.



Readily defined approach for key functionalities in ATG 11.1

The existing modules like Catalog management services, ATG-ENDECA integration, Custom BCC pages, and Store locator will be analyzed and upgraded using the Infosys readily defined approach. This drastically reduces the time and effort during the upgrade phase.

Key success stories



Upgrade from 10.1.2 to 11.0 and enhancing ENDECA experience manager's capability:

A large beauty salon products retailer in the US partnered with Infosys to upgrade their existing Oracle web commerce from 10.1.2 to 11.0. The customer experienced enhanced capabilities of the ENDECA experience manager, while the BCC users were able to set up content more quickly, resulting in lesser lead-time.



Upgrade from 9.0 to 11.0 and maintaining business continuity: The client, a leading postal and logistics group based in Germany, invited Infosys to upgrade its existing Oracle web commerce from 9.0 to 11.0. The upgrade helped the client maintain business continuity as ATG9 and JDK5 were going out of support. The full capabilities of the BCC were also utilized because of the upgrade.



Upgrade from 10.2 to 11.1 and resolving client request faster: An apparel and fashion company in the US collaborated with Infosys to upgrade their Oracle web commerce. The client now has a better control on static content using the latest features in the ENDECA experience manager. Additionally, the customer service agents are able to fulfill the client requests faster than before due to the performance improvements in CSC - Search.

For more information, contact askus@infosys.com



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