

E-Business Suite Migration

Eclipsys Case Study



This Satellite Communications Provider brings versatile, mobile connectivity to the businesses, people, and places that need it most. Satellite and terrestrial solutions, combined with a powerful, lower mid-band spectrum serve to supplement and broaden mobile coverage across the United States and Canada.

1 Why Eclipsys?

- For more than two decades, the client has been a trusted mobile communications company providing mission-critical satellite connectivity to government and enterprise customers across North America
- Today, they're building on this foundation and evolving their services to easily integrate with terrestrial networks and services, extending their reach and adding a layer of redundancy to critical IoT operations

2 Key Outcomes

- The client needed to upgrade Oracle E-Business Suite in AWS to a supported version by Oracle in order to improve performance
- Eclipsys provided ongoing Managed Services for database, middle tier, and EBS applications
- Eclipsys provided a seamless transition from the existing service provider with no SLA breaches
- Needed an EBS partner to provide Workflow configuration with a new mail server, SSL Certificate renewal for EBS, and implementation of automation to restart EBS Reports if there is an outage
- The client was using Jira to triage common issues like CPU utilization, non-critical alerts, and alerts raised during the weekly maintenance window.

3 Additional Details

- Upgraded their EBS environment to Linux 7, Oracle database 19c, and EBS 12.2
- Improvements included the use of new Amazon EC2 R5 Instance types, GP3 Storage, and Database Flash Cache feature
- Managed services solution for full solution stack including application, IaaS, and network on AWS
- License optimization for reduced costs
- 24x7 support with the onshore managed services team
- WebLogic, Forms support, and management
- Tuning of database and middleware components
- OEM management and support
- Data Guard setup and configuration
- Backup and Recovery improvements