A robust future-proof platform and enhanced applications

CUSTOMER	INDUSTRY	LOCATION
Metropolitan Thames Valley Housing Association	Housing Association	United Kingdom

CUSTOMER PROFILE

Metropolitan Thames Valley (MTVH) is a housing association in the United Kingdom that provides affordable housing for people living in London, the Southeast, East Midlands, and East of England, along with a range of care and support services.

To further their mission, MTVH is working with the G15 group of housing associations on a collective effort to address critical issues affecting residents and communities.

CHALLENGE

Over the years, MTVH have accumulated a variety of enterprise software systems to manage different parts of their business. However, as the company has grown, these systems have become increasingly outdated and difficult to maintain.
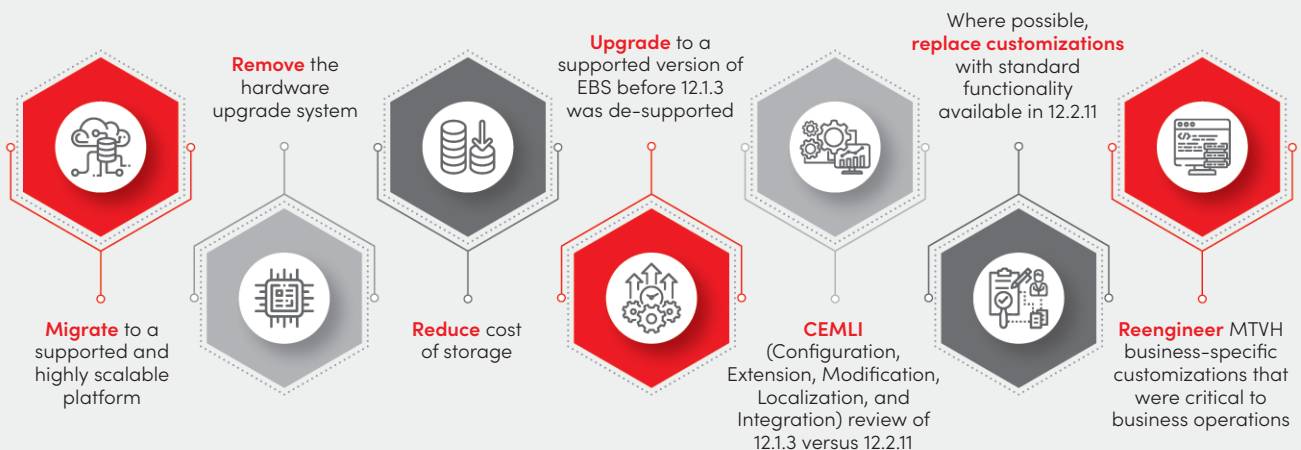
MTVH were running their critical business applications on servers located at an external data center. Due to the age and cost of maintaining the data center, the housing association decided to decommission it and engaged Inoapps as their long-term Managed Service partner to explore the best solution moving forward. Inoapps recommended a migration to Oracle Cloud Infrastructure (OCI) to ensure their E-Business Suite (EBS) system was moved before the closure of their data center.

The decommissioning of the data center and migration to a cloud-based infrastructure posed several challenges. MTVH had a large amount of data stored in their existing system, and any downtime or data loss during the migration could have a significant impact on their business operations. They thus needed to ensure that the new infrastructure could support critical business applications without disrupting their operations.

Following the success and value presented by the EBS to OCI migration, MTVH considered whether any other third party applications would benefit from a move to OCI. This resulted in a migration of their Oracle-based Document Management system, Serengeti, from the hosting provider to OCI. MTVH continued their partnership with Inoapps for numerous other projects, including license management to ensure compliance and optimization, upgrading the underpinning EBS technology stack and EBS functional upgrades.

OBJECTIVES

Migrate to a supported and highly scalable platform

Remove the hardware upgrade system

Reduce cost of storage

Upgrade to a supported version of EBS before 12.1.3 was de-supported

CEMLI (Configuration, Extension, Modification, Localization, and Integration) review of 12.1.3 versus 12.2.11

Where possible, **replace customizations** with standard functionality available in 12.2.11

Reengineer MTVH business-specific customizations that were critical to business operations

SOLUTIONS

MTVH partnered with the team of Oracle migration experts at Inoapps to manage the migration process. The team conducted a thorough analysis of the housing association's current system and developed a comprehensive migration plan that addressed all the challenges involved in the migration. The plan included steps for data backup, system testing, and configuration of the new system to ensure it met MTVH's needs.

Inoapps worked closely with MTVH to ensure the migration was completed with minimal business disruption to operations. The team used Oracle migration tools to automate much of the migration to reduce risk of errors and boost efficiency.

Following the successful OCI migration, we helped MTVH assess the benefits of migrating current on-premises applications and identified their Serengeti document management system, which was externally hosted. Inoapps performed an OCI sizing exercise, allowing both systems to run in parallel to ensure a risk-free migration, and the project was successfully completed in four months.

MTVH were running on EBS 12.1.3 for Finance, Procurement, HR, and Payroll, and were faced with the impending de-support of that version at the end of year. As a part of their Applications Unlimited journey, Inoapps worked with Oracle to perform an assessment to investigate the feasibility of moving to Oracle SaaS. On evaluation, it was decided to stay with EBS for the time being to allow MTVH to free up more time and internal resources to assess a move to SaaS.

The move to EBS 12.2.11 brought with it improved system performance and stability, as well as enhanced reporting and analytics capabilities. By working with Inoapps, MTVH were able to modernize their system, reducing downtime, improving business processes, and drive growth and profitability.

WHY INOAPPS

Since the EBS Managed Service partnership commenced in 2016, Inoapps has worked with MTVH on several projects, including database and application upgrades, and a move to OCI. The association felt confident in Inoapps' risk-averse project methodology and project management that ensured all tasks were completed efficiently, and with minimal disruption to their operations. Inoapps offered a balanced view of MTVH options for SaaS Cloud, EBS Applications Unlimited Roadmap, and OCI technologies to offer the right solution for the business.

The next step of the MTVH Applications Unlimited journey is to unlock rich operational data through the use of Enterprise Command Centers.

OUTCOMES

- The migration to OCI was completed successfully, without data loss or system downtime
- Critical business applications were migrated to the new system, providing MTVH with significant improvements in efficiency and scalability
- The new system provided MTVH with enhanced security features, ensuring their data was protected from unauthorized access
- Ensured compatibility between their Document Management system and OCI
- Seamless integration of the new system with MTVH's other applications and systems
- A highly scalable platform
- Ability to build and test new environments on demand
- Upgraded with minimal business disruption
- Reduced the number of customizations
- Remediated customization where necessary
- Ensured all external interfaces remained operational
- Increased operation performance and throughput

PRODUCTS / SOLUTIONS IMPLEMENTED

- Oracle Cloud Infrastructure
- EBS Upgrade from on 12.1.3 to 12.2.11
- License management and optimization
- Technical migration
- End-to-end testing
- Hypercare
- Infrastructure Managed Services
- Upgrade Professional Services
- Customization and interface reviews and remediation

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> "Since the migration and upgrade of EBS MTVH have seen significant performance improvements, notably the retro pay run, which used to take three hours, can now be performed in 55 minutes."
>
> **Manjit Gupta**
> Head of Business Systems,
> Metropolitan Thames Valley Housing

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