

Aviva Insurance Group Upgrades to Oracle 11i E-Business Suite... Thanks to Integra

The Situation

Aviva Life Insurance was running a version of the E-Business Suite that would be de-supported by Oracle. In part, this caused the IT group to spend excess time and effort supporting the E-Business Suite. With assistance from Integra, Aviva decided to upgrade its applications to reduce support costs. To accomplish the E-Business Suite upgrade, Aviva needed to upgrade the underlying Oracle database and business application.

Based in London, England, Aviva plc is the world's fifth-largest insurance group and the biggest in the UK. It is one of the leading providers of life and pensions products in Europe and has substantial businesses around the world. Its main activities are long-term savings, fund management and general insurance. The group has 58,000 employees serving 35 million customers world wide.

Aviva's roots in the United States began in 1896. As a combined company, Aviva has over 1,115,000 customers and 32,850 agents and distributors in the US. Aviva offers a competitive array of products and services.

The Challenge

Aviva Life Insurance needed a partner for the entire upgrade process including:

- Assessing of the risks associated with executing the upgrade
- Determining the best hardware platform and version of the E-Business Suite
- Developing a business case for the upgrade
- Defining a project approach
- Providing project and technical leadership to upgrade the E-Business Suite, the Oracle Database, and Oracle Business Intelligence Standard Edition/Discoverer.

The Response

Working with Aviva, Integra provided a comprehensive approach to evaluate the risks and technical options associated with the upgrades. Integra assessed the business and technical risks and recommended upgrading the applications to release 11.5.10.2 while simultaneously upgrading the database from 8i to 10g and upgrading Discoverer from version 3i to 10g. In addition, Integra helped Aviva to migrate from the Sun Solaris 8 to Solaris 10 platform.

In the initial stage of the project, Integra evaluated the risks and costs of conducting the upgrades. "We carefully considered Aviva's business requirements, processes, and technical capabilities in our recommendations and risk assessment" said Jim Elkind, Vice President, Integra Technology Consulting. "We wanted to make sure Aviva got the right platform and the right approach for its upgrade and future business needs. We worked with Aviva to develop a winning formula and a tailored solution that met Aviva's goals."

To ensure that the upgrade did not impact Aviva's business, Integra employed a structured approach using a series of trial upgrades that provided Aviva opportunities to validate upgrade results and Aviva's technical team opportunities to learn and refine the upgrade process.

"This tailored approach fit well with the culture of Aviva and its desire to truly understand how to upgrade the Oracle applications" said Elkind.

The Result

The upgrade produced measurable value for Aviva. Aviva realized immediate benefits from more rapid resolution of technical issues. In addition, Aviva is taking advantage of the improved workflow capabilities and iExpense functionality in 11.5.10 to streamline expense reporting. Aviva's system administrators welcome the simplified administration of

Discoverer 10g. Ultimately, Integra helped Aviva create a stable systems and business process platform that accommodates additional growth.

“Integra exceeded our expectations — identifying and managing risks and pragmatically addressing the needs of our technical and business personnel.” Rick Ribeiro, Associate Vice President, Aviva Life Insurance said, “The technical resources provided by Integra produced a flawless upgrade of our Oracle 11i applications. Their project leadership helped us anticipate challenges and guided us successfully through the process.” Valerie Mine concluded, “Based on our experiences and the results Integra produced, we asked Integra to assist us with other projects and recommend Integra as a strategic partner.”

The Technology

The technology used to successfully accomplish the upgrade was Oracle 10G Database, Oracle Discoverer10G, Solaris 10, and Oracle E-Business Suite Versions 11.5.10.

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— Rick Ribeiro

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