



Integra Upgrades Oracle 11i E-Business Suite for Aviva

Creates a systems and business process platform to accommodate growth

Waltham, MA – *March 30, 2007* – Integra Technology Consulting has completed a successful upgrade to Oracle's 11i E-Business Suite for Aviva Life Insurance.

As a premier Oracle Partner Integra Technology Consulting provides systems implementation, upgrade and integration services. Aviva Life Insurance engaged Integra to spearhead the three pronged upgrade of its Oracle environment; simultaneously upgrading the Oracle Database, E-Business Suite Financial Applications, and Oracle Discoverer.

Aviva selected Integra based on their need for a strategic partner that could not only assist them with the technical aspects of this undertaking, but also could guide them through the business process changes associated with the upgrade to the Oracle 11i E-Business Suite.

"Because Aviva was running an early version of the E-Business Suite that soon would no longer be supported by Oracle, the IT group was spending excess time and effort supporting the E-Business Suite" said Valerie Mine, Associate Vice President, Aviva Life Insurance. Mine continued "We needed a partner that would help us with the entire upgrade process starting with determining the best platform for our business and finishing with a completely upgraded system. 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 Process

Working with Aviva, Integra provided a comprehensive approach to evaluate technical options for the E-Business Suite, Oracle database, and Oracle Discoverer 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 Results

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.

About Aviva Life Insurance

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 elsewhere 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.

About Integra Technology Consulting

Headquartered in Waltham, Mass., Integra is a technology consulting firm and premier Oracle partner focusing on strategy and implementation consulting in the areas of database and technology; financial, manufacturing, and CRM applications; and business intelligence/data warehousing.. Its heritage incorporates deep expertise in relational database technology, data transformation and movement, and state-of-the-art application implementation and upgrade methodologies.

Integra's consultants are seasoned IT professionals who are committed to delivering measurable value by understanding clients' business problems and designing solutions to meet immediate, intermediate and long-term goals. Integra's values rest on sound fundamentals: ethics, integrity, professionalism, and competence. They take pride in setting realistic client expectations and meeting them consistently.