Transforming IT through Oracle Fusion Middleware integration and a cloud coexistence model for ERP applications

How PwC helped realize a restaurant-chain CIO’s vision by providing professional services in connection with implementing a cloud-based business application architecture model with legacy on-premise and third-party cloud integrations.

Executive Summary

Client challenge:
Oracle E-Business Suite R11 application architecture was reaching end-of-life, Ovation Brands engaged PwC to help complete a systems assessment.

- Assess a cloud implementation versus an R12 upgrade
- Provide the ability to transform quickly enough to keep up the pace of business and technology change, while delivering value in terms of cost savings

Solutions:
Transition the organization’s existing finance system to a SaaS-based model with Oracle ERP Cloud Financials and HCM.

- Integrate with Oracle Fusion Middleware
- Leveraged our Connected Platform architecture
- Deployed Cloud ERP accelerators

Business impact
Ovation Brands now has a modern finance platform with more functionality and improved accuracy and efficiency.

- Simplified its overall technical platform while lowering its total cost of ownership.
- Enabled common integration model between businesses and applications.
- Enhanced scalability and flexibility and allows for reusability of components

PwC brought an unmatched combination of industry experience, functional and business-process expertise, and a deep technical understanding of Oracle Cloud ERP.
**Client’s challenge**

Ovation Brands is a large buffet restaurant chain, comprised of five key brands, with 350 locations across 35 states. The company was in the process of transforming its business model by leveraging the latest technology. With a completely new management team—including the CEO, CFO, and CIO—leadership wanted to radically change the restaurant chain’s business model including restaurant operations, human capital, and financial reporting. The company needed 21st century IT applications and infrastructure to enable this business transformation.

With its existing Oracle E-Business Suite R11 application architecture reaching end-of-life, Ovation Brands engaged PwC to help complete a systems assessment. The company sought business process and technology improvements that would support the CIO’s vision of transforming the IT organization. The goal was to reduce maintenance overhead and investments in IT infrastructure, and to enable the team to work on building value for the business.

PwC examined the existing architecture and after weighing an upgrade to Oracle EBS R12 versus moving to Oracle Cloud ERP, we helped Ovation Brands determine that a cloud-based solution would provide the ability to transform quickly enough to keep up the pace of business and technology change, while delivering value in terms of cost savings—from lower implementation costs as well as lower costs for IT hardware, maintenance, support, and long-term licensing.

With the benefits of a cloud implementation versus an R12 upgrade in mind, the Ovation Brands’ CIO developed an architecture strategy to focus on SAAS-based solutions as opposed to increasing the in-house on premise footprint moving forward.

Transitioning the organization’s existing finance system to a SaaS-based model with Oracle ERP Cloud Financials and HCM, however, presented some technical integration challenges:

- The Oracle ERP Cloud offering did not include functionality for some of the modules implemented in Oracle EBS R11i—such as Manufacturing (WIP, BOM, etc.), Inventory Costing, and Lease Management—so some transactions would continue to be initiated in R11i
- All integrations were point-to-point and very unique. There was no middleware component in place to integrate the various applications
- Data was currently residing in data warehousing applications that mined data from the R11i instance

For Ovation Brands’ systems to continue being operational, the legacy Oracle EBS R11i system would have to coexist with the new Oracle Cloud ERP system for a period of time. The company needed a permanent integration model that could sustain a transient architecture for the migration from the legacy on-premise solution to the cloud-based solution. This model would also have to accommodate cloud-to-cloud integration of other business systems and applications such as Micros POS, CrunchTime Food Production, Labor, etc.

**PwC’s Advisory solution:**

PwC’s recommended solution was to use Oracle Fusion Middleware as the integration platform. We helped architect and engineer an implementation footprint that would not only integrate with existing on premise and cloud-based third-party systems, but also accommodate transactions to and from Purchasing, Inventory, Manufacturing, and Lease Management modules still residing in R11i. We provided professional services in connection with implementing the Middleware platform to orchestrate the integration between Oracle Cloud ERP and Micros and CrunchTime as well as interface between Oracle 11i on-premise and Oracle Cloud ERP.

To support the CIO’s decision not to increase the in-house on-premise footprint, the Fusion Middleware components were also implemented on the cloud.

**Coexistence Architecture with Oracle Cloud ERP**
PwC brought an unmatched combination of industry experience, functional and business-process expertise, and a deep technical understanding of Oracle Cloud ERP. Our strong alliance with Oracle enabled close collaboration with the Oracle development team to successfully deliver the project, including creative solutions for integration when necessary. We leveraged our Connected Platform architecture for performing integrations and our proven Transform methodology (to enable a rapid, thorough, and flexible approach to design, development, testing, and implementation) as well as our Oracle of templates, business processes, configuration guides, and test cases.

**Impact on client’s business**

Ovation Brands now has a modern finance platform with more functionality and improved accuracy and efficiency that meets not only current needs, but also future business needs of the company while lowering overall IT cost. By moving off the legacy infrastructure and deploying a thoroughly cloud-based solution that coexists with legacy systems, the company has simplified its overall technical platform while lowering its total cost of ownership. Shifting from point-to-point integrations to Oracle Fusion Middleware as the integration platform enabled Ovation Brands to have a common integration model between businesses and applications. The middleware model is process centric rather than application centric; therefore it has delivered enhanced scalability and flexibility and allows for reusability of components. IT overhead has been significantly reduced and the IT organization is now able to focus on adding value to the business through technology innovation.

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