JEPPESEN

Solbourne

"We felt we could really put our trust in Solbourne to deliver."

— Steve Tomlinson

Director of Application Services

Jeppesen

Imagine flying cross-country in marginal weather with no navigation aids or aeronautical charts to assist you. In 1930, most pilots used mere road maps or railroad tracks to guide themselves thousands of miles. A young pioneer in the industry, Elrey Jeppesen, began documenting airport layouts, drainage patterns, lights and obstacles. Today, Jeppesen is recognized as the world's leading supplier of flight information, flight planning services, aviation weather services, maintenance information, and pilot supplies and training systems.

JEPPESEN'S NEEDS

The Jeppesen group of companies has offices in the United States, United Kingdom, Germany, Australia, Russia and China. Conducting business internationally is challenging, as Jeppesen must comply with many laws, currencies and regulations. To abide by all of its international requirements, Jeppesen was running a heavily-customized Oracle Release 10.7 system that was rapidly becoming difficult and cost-prohibitive to use.

After evaluating their existing system, Jeppesen chose to simplify the number of customizations by upgrading to Oracle applications Release 11.0.3. The upgrade would provide Jeppesen with a more stable environment with increased, standardized functionality. Additionally, the upgrade prepared them to meet mandatory European Euro currency conversion standards for their Germany and United Kingdom offices on January 1, 2001.

SOLBOURNE IMPLEMENTS THE SOLUTION

Jeppesen was ready for an upgrade that would keep them on schedule for the currency conversion in Europe and to simplify functionality of their applications overall. They needed to stay within budget and be ready for 'go-live' within their published deadlines. Solbourne's excellent reputation made them a desirable partner to step in and perform the upgrade.

"We've heard great things about Solbourne. They keep companies operating while getting the job done in a given timeframe and within a set budget. We knew they were a local company that would devote the resources we required for this project. They were more than willing to come in and discuss our upgrade requirements before actual work began. We felt we could really put our trust in Solbourne to deliver," said Steve Tomlinson, Jeppesen's Director of Application Services.

Solbourne dedicated a team of functional and technical professionals to upgrade Jeppesen's Oracle Applications, including General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, Cash Management, Purchasing, Inventory, Order Entry, and Service, as well as portions of Work In Process, Bill Of Materials and Material Resource Planning. The Solbourne team led Jeppesen business analysts through a detailed process analysis to validate business requirements that were met with key functionality. Customizations not met by delivered functionality were migrated to Release 11.0.3 of the applications. The upgrade was completed with the Testing, Conference Room Pilot and Transition phases to ensure that not only were the technical aspects of the upgrade accomplished, but also that Jeppesen was able to process a subset of regular business activity in the applications. In addition, Solbourne implemented Oracle Customer Care, an application that allows the customer service organization to understand and interact with the Jeppesen client base while having complete sales information, order management and fulfillment, support, service, billing, provisioning, and contact management at their fingertips.

The Solbourne upgrade methodology provided Jeppesen with an Internet-enabled solution that maximized functionality while minimizing customizations and the related on-going cost of maintenance.

"Solbourne was able to incorporate these customizations into our new system, which allowed us to flawlessly interact with other systems, partners and customers. We were thrilled with the outcome of our upgrade and implementation and look forward to working with them in the future," added Mark Van Tine, Executive Vice President of Flight Operations and CIO.

BENEFITS

- Standard functionality replaced unnecessary customization, thus lowering cost of ownership

- New technology provided the ability to handle Euro currency requirements in Germany and United Kingdom offices

- Customer Care provides a 360 degree view of the customer, resulting in enhanced customer interaction

- Methodology employed resulted in on-time and on-budget upgrade completion, enabling business critical targets to be accomplished

Solbourne consults, implements and educates organizations on enterprise business applications.

PROFILE
World's leading supplier of flight information

SOLUTION SNAPSHOT

PRIMARY USE
Jeppesen decided to upgrade its applications to version 11.0.3 for a more stable application with increased, standardized functionality.

ORACLE APPLICATIONS
Oracle General Ledger™, Oracle Accounts Payable™, Oracle Accounts Receivable™, Oracle Fixed Assets™, Oracle Purchasing™, Oracle Inventory™, Oracle Order Entry™, Oracle Customer Care™ and Oracle Cash Management™.

BENEFITS
- Flexible system that allows currency conversion for international offices
- More stable applications
- Increased standard functionality
- Significant savings in reducing costs of customization maintenance