

Procase has performed cost effective upgrades of Oracle ERP solutions for a leading pension plan in Canada

Hospitals of Ontario Pension Plan

Client since February 1997

Location: Toronto, Ontario, Canada

Industry: Pension/Benefits, Healthcare



Client Overview

HOOPP is one of the largest and most successful pension plans in Canada, with over \$21 billion dollars in assets. HOOPP offers a defined benefit pension plan and serves more than 56,000 pensioners and 145,500 members who work at 320 provincial health care organizations.

Client Objectives

HOOPP needed to run its core financial application with minimal risk and maximum productivity. HOOPP had implemented an Oracle financial application one year earlier. HOOPP had faced challenges applying patches, and was concerned about managing software revisions to the application. While the application was functioning, an organization the size of HOOPP could ill afford to take risks on its core financial applications.

Procase Contribution

Procase was invited to do a preliminary study to identify the problems and best available options. Procase identified that the application was not current and had an infrastructure that was unable to allow the application of patches or testing, and proposed an upgrade plan for the application. Procase was subsequently invited to perform the actual upgrade of the Financial system to the most recent version of 11i. The award was made based on Procase's demonstrated ability to understand the issues and present a superior solution.

HOOPP made the necessary infrastructure changes to allow testing and application of patches based on our recommendations. Procase then took an iterative approach to testing the upgrade process, testing thoroughly and fully documenting all processes. When the customer was completely comfortable that the upgrade process would be successful, Procase did the upgrade over a long weekend in order to minimize production downtime. This project was completed on time and on budget.

Technology

Oracle Financials 11i, Oracle database, HP Servers, Microsoft Windows

Results

Procase was able to deliver one of the most cost effective upgrades of Oracle Financials to date, on time and on budget. Close cooperation with HOOPP technical staff ensured a successful result.