9r1 Upgrade Downstream Lessons Learned

David Leonard
Director, Technology Services
Agenda

- 9r1 State of the Union
- Lessons Learned
  - Project Planning
  - Environment Planning
  - Cutover Planning
  - Testing
  - Migration
  - Downstream Changes
  - Integration
- Next Steps
- Q&A
Fender? Please...give me a Martin!
**9r1 State of the Union**

- Approximately 50 customers already moving forward with 9r1
  - 15+ are in Production on 9r1
  - 8 Downstream customers live
  - Hosted and behind the firewall deployments
  - Big Bang and phased approach
  - Large and small deployments
  - Global deployments
  - Over 80% are using Ariba’s Consulting Services for their upgrades
- Service Pack 7 released in September
Procurement/Invoice 9r1 Enhancements

Usability Enhancements
- Dashboard comes to Procurement
- 3-Click Requisitioning
- Comments and Attachments to approval flow documents
- Tag favorite documents using keywords
- Operational search and reporting UI enhancements

Customization/Administration Enhancements
- Master Data setup and on-going maintenance (validation, error reporting)
- Improved user management for delegations and transitions
- Customization Infrastructure enhancements and UI for approval rules, business policies etc.
- Self-Service Category (Item) Definitions
- Enhanced Partial Item support
- Best-Practice based quick start set up including sample flows, groups, etc.
- Updated web-services based integration framework

Catalog Enhancements
- Search UI – E-commerce look and feel
  - Parametric refinement, Fuzzy search
  - Automatic Keyword extraction
  - Thumbnail and Category images
- Product side-by-side comparison
- UI driven catalog filters/views (by group, commodity, supplier, cost center)
- Public favorites
- Kitting hierarchy
- Search engine architecture and performance

Contract Compliance Enhancements
- BPO – Blanket Purchase Order
- Term-based pricing
- Rate Based Grid Pricing
- Formula Pricing
- Execute change on contract as opposed to the contract request
- Support for Maximum Release Limit (and tolerance)
- Improved communication on the contract lifecycle

Receiving Enhancements
- Amount based receiving
- Change/cancel receipt
- Self-Service Administration

Pcard Enhancements
- Pcard ordering configuration
- Enhanced reconciliation UI
- Updated architecture for Pcard reconciliation engine
- Level III pcard data integration for Mastercard

Invoicing/Payment Enhancements
- New invoice entry UI
- Mass approval
- Copy/Cancel Invoice
- Tax Management (Tax Code, Tax Rate, VAT)
- Invoice Scanning
- Performance enhancements for large invoices
- Deeper reporting
- Discount Management
- Per Supplier Payment Configuration
- Support for ACH/Wire/Check payment methods
- Support for Line-level VAT on shipping and handling costs

And many more …
- New SSO framework
- Stable PO Ids
- Enhanced password management
Lessons Learned
Project Planning

- Plan The “Whole” Project
  - General Process Changes – model/test scenarios in the application, plan approach, and communicate!
  - Redesigned Module/Feature Impact
  - Test Scripts (refresh/rewrite implications)
  - Allow sufficient time for both testing AND fixing of issues
  - Resource need (both functional and technical)
Lessons Learned
Environment Planning

- If upgrading hardware, upgrade Development, Testing, and Production hardware
- Realize that you will have many environments running at the same time
  - Production Support – 4r4 Dev & QA
  - Upgrade Project – 9r1 Dev & QA & Mock Cutover
- Build out a Demo environment
Lessons Learned

Cutover Planning

- New Hardware/OS implications on logistics of cutover
- Suite Integration – cutover duration impact, potential user interaction impact
- Plan for multiple mock cutovers
  - Always migrate new export of Production data to ensure repeatability on cutover weekend
  - Fully document cutover process to ensure a smooth weekend
- No need to migrate file system multiple times – execute once and then move from environment to environment
Lessons Learned
Testing

- Dedicate resources to upgrade test scripts early
  - Demo environment will be critical here
- Incorporate different testing groups
  - Core Team
  - Power Users
- Reduce/Eliminate other responsibilities of testers during the time scheduled for testing
Lessons Learned
Migration

- Migrated in place
  - 4r4 DB becomes 9r1 Transactional Database (same as previous migrations)
  - Data migration is “not that bad” – not a lot of churn in the 9r1 data migration, so it is fairly straightforward

- Uses migration task harness process that has been used by Buyer for past 4 major revision releases

- If Integrated with Upstream, will need to execute following tasks to synchronize data between Downstream & Upstream
  - Suite Integration
  - Data Integration
Lessons Learned
Downstream Changes

- Look and Feel / Requisition Wizard Changes
  - Customers with “form oriented” approach may want to rethink/re-implement their customizations

- Folders are now Labels
  - Folders are flattened into single-level labels
  - Change management area, but the migration handles it as you would expect

- Integration Event Execution Options
  - New ABA UI for running Integration Events
  - Source file is from desktop or server
  - For operations-centric customers, this means some change management
Lessons Learned
Downstream Changes

- Enhanced Search
  - Central search area for all Downstream and Upstream document types

- PCard Changes
  - New invoice reconciliation-based UI
  - New object model for charge reconciliation
  - Charge Loader now Integration Event instead of Scheduled Task
  - GLDATA Table is gone – need to factor in redesign of payment push into timeline/testing

- Invoice Reconciliation
  - Certain complex customizations may need to be re-implemented in AWL
Lessons Learned
Downstream

Integration Planning

Integration Toolkit
- Reimplementation of all Tibco integrations
- End result is a file channel approach

WebServices
- SAP Netweaver delivered out of the box (and customers Live)
- Customers now considering and building non-Netweaver implementations with Ariba Consulting
Integration Architecture: 8.2.2

Ariba System

- Ariba Spend Management
- Ariba Messaging Framework
- File Channel
- Tibco Channel

Tibco

- Ariba Adapter
- Message Broker
- ERP Adapter
- Message Bus

Corporate Systems

- Corporate EAI
- Interface Tables
- Flat Files

- SAP
- Oracle
- PeopleSoft
- JDE
- GEAC
- Lawson
- Walker
- Maximo
- Indus
- Legacy

Ariba Adapter

Message Broker

ERP Adapter

Message Bus

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Integration Architecture: 9r1

End to End Integration still provided for Oracle, SAP, and PeopleSoft

Ariba delivers a messaging framework with pre-built integration events based on open-standards and a plug-n-play infrastructure.
Master/Transactional Data Process Flow
File Channel

- Ariba Buyer
  - Master data integration events
  - File Channel

- Integration Tool Kit
  - Data Transfer Tool
  - CSV
  - HTTPS protocol

- ERP
  - SAP (Z_ARIBA_C_R_MASTER_DATA_PULL)
Transactional Data Process Flow
Web Services
Demo

[Image of a diagram showing integration between Web Services Client, SAP NetWeaver PI, SOAP Channel, and RFC Channel.]
Next Steps

- Begin building your business case
  - Contact your Account Executive OR
  - Email us at UpgradeServices_Questions@ariba.com

- Schedule a deep dive review of content covered today
  - Contact your Account Executive OR
  - Email us at UpgradeServices_Questions@ariba.com

- Review the content available online
  - Visit the 9r1 microsite: http://www.ariba.com/solutions/9r1
How Ariba Can Help
Ariba Consulting Service Offerings

- **Upgrade Assist Services**
  - Custom scope to provide consulting assistance to customer’s technical team
  - Options include targeted consulting skills and/or “bucket of hours” approach for general technical assistance

- **Full Service Upgrade**
  - Utilizes the Ariba Technology Solution Center and upgrade-focused consultants
  - Ariba performs majority of upgrade-related tasks
  - Works collaboratively with customer team to complete onsite installations, testing, cutover, and post go-live support activities

- **Change Management Services**
  - Upgrade Organizational Readiness Toolkit is an effective accelerator in building your communications approach
  - Custom scope services for branded training and education services
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