CORE SERVICES

Coach USA Turns Around Complex Oracle R12 Upgrade and Reduces Infrastructure Costs with Core Services

Coach USA

CUSTOMER PROFILE

Coach USA
- Corporate HQ: Transportation
- Industry: Paramus, New Jersey

www.coachusa.com

TECHNOLOGY FOOTPRINT

- Oracle E-Business Suite R12.1.3
- Oracle Database 11g
- EMC VMAX

CORE SOLUTIONS

Hosted since 2013

- Oracle Consulting Solutions
- Oracle ERP Cloud Solutions
- Oracle AMS

In 2009, Coach USA needed high-level Oracle expertise during a complicated upgrade from Oracle E-Business Suite 10.7 to Oracle R12.

Coach USA selected Core Services' Consulting Solutions to help them resolve challenges of a complex upgrade, which involved migrating their sister company, Coach Canada, from JD Edwards to Oracle R12. Core Services completed the upgrade on time and on budget and has been providing remote Oracle AMS support for Coach USA since then.

Coach USA Moves to Core Services' Oracle ERP Cloud

In 2012, it became apparent that Coach USA's on-site data center needed a costly equipment refresh. After doing a detailed cost-benefit analysis, Coach USA determined that the access to state-of-the-art technology and superior support Core Services offered provided them with a better and more cost effective option. Coach USA migrated its Oracle infrastructure to Core Services' Oracle ERP Cloud, gaining guaranteed uptime and robust DR capabilities.

> *"Coach USA first teamed with Core Services in 2009 to successfully complete a complex Oracle R12 upgrade. That led us to partner with them for remote Oracle AMS support. In 2012, we moved our footprint to Core Services' Oracle ERP Cloud. Core Services delivers on their promise: A stable, reliable environment at predictable costs. I highly recommend Core Services."*
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> **Robert Barabani ▪ Oracle Project Manager, Coach USA**

Since then, Core Services has kept Coach USA's Oracle environment available and on-line with SLA-backed metrics that have ensured high levels of availability and performance.

Core Services also continues to deliver proactive support on a number of functional issues, e.g., managing Coach USA's custom receipt process, resolving printer compatibility issues, managing miscoded transactions in their sub ledger, and ensuring smooth monthly closes.

ACCOMPLISHMENTS

- Successfully upgraded to Oracle R12.1.3
- Secured stable, reliable Oracle EBS Hosting
- Migrated Canadian subsidiary from JD Edwards to Oracle EBS

It's easy to get started.
CONTACT US!

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