

Oracle Knowledge Management Upgrade



Background

One of the largest providers of financial management and software services, the client, located in Redwood City, CA, provides online and mobile banking solutions.

Business and Technical Challenges

The client was a unit of Intuit, Inc. but was being spun off as a separate company. As part of this move, they needed to migrate their systems to an independent environment and data center. One core system which needed to be migrated was Oracle Knowledge. This required a rapid deployment “lift and shift” type engagement with critical deadlines that could not be slipped. A typical engagement for this type work is 20 weeks, but the client needed to complete the transition within 8 weeks.

Infogain’s Solution

Infogain developed an accelerated plan to accommodate the customer’s short timeline, compressing the usual phases into a streamlined execution model. Infogain’s team worked around the clock and completed the work in less than 7 weeks. This deployment included content migration, search setup, dictionary configuration, the porting of customizations and upgrading to Version 8.5.1.

Additional user interface customizations were also completed to enable an enhanced customer experience, including a rich text editor and toolbar customization. Daily Agile-type meetings were held with the customer, ensuring all stakeholders were involved in UI customizations and reports of project progress and challenges.

Key Benefits

Infogain’s pre-built content migration utility tools were used, along with efficient delivery

INDUSTRY SECTORS

Online Banking

BUSINESS AND TECHNICAL DRIVERS

- Migration to an independent environment
- Upgrade to latest product features
- Enhanced customer experience

TECHNOLOGY HIGHLIGHTS

- Oracle Knowledge Management 8.5.1
- Oracle Knowledge Management 8.4

processes to meet the customer's tight timeframe, resulting in a stable and efficient system with new features that provided sustainable improvements in customer service and employee productivity. Other benefits included:

- Improved analytics and reporting
- Increased system scalability and performance
- Improved searchability of content.

The customer expects that these changes will strongly support its objective of creating deeper client engagement and providing customers with rapid and accurate information to answer their questions.

INFOGAIN SELECTED PARTNER OF CHOICE

Infogain was awarded the project based on its extensive Oracle Knowledge experience and its dual shore delivery model. The dual shore model (US and India) allowed for round-the-clock hand-offs to achieve the accelerated schedule. As an Oracle Gold partner, Infogain has completed numerous Oracle Knowledge implementations, migrations and upgrades for clients worldwide.



USA: +1-408-355-6000
UK: +44-(0)-161-602-3500
INDIA: +91-120-244 5144

www.infogain.com

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