

CASE STUDY

Oracle ATG Web Commerce Upgrade



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Advances in technology and best practices dictate a timely change and while change can be daunting, careful evaluation of choices and dedicated change management support can help ensure a risk-free upgrade and migration with minimal disruption to your business processes and customer experience.

Successful, large-scale application migrations must be carefully analysed, planned, documented, and implemented with close collaboration and communication between IT and business application stakeholders across the organization. This case study describes how Logixal plans and executes a large-scale migration of Oracle ATG Web Commerce platform, Web Servers, Application Servers and underlying databases in accordance with business objectives and agreed timelines. Logixal customers can draw on our real-world experience in Oracle ATG platform up-gradation and migration area to help support similar enterprise needs in both B2B and B2C domains.



Business Context

Our client made a strategic decision to move the code base from Oracle ATG Web Commerce platform version 9.4 to version 11.1 as they were losing the vendor support (from Oracle) on Oracle ATG Web Commerce platform version 9.4 as announced by Oracle and also on the underlying repository i.e. SQL Server 2005 from Microsoft. In absence of in-house capabilities required for the platform upgrade, our client wanted us to do platform upgrade, code base migration and password hashing algorithm upgrade in a phased manner to latest platform and product versions.



Business Goals

The key business goals were to upgrade existing Oracle Web commerce infrastructure i.e. Commerce engine, repositories, application servers, SQL Server, plug-ins to web servers and code base migration along with password hashing algorithm with minimal disruption to the business. The intent was to stay current in terms of vendor support and services for commerce platform, databases and other technology parts.



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Challenges

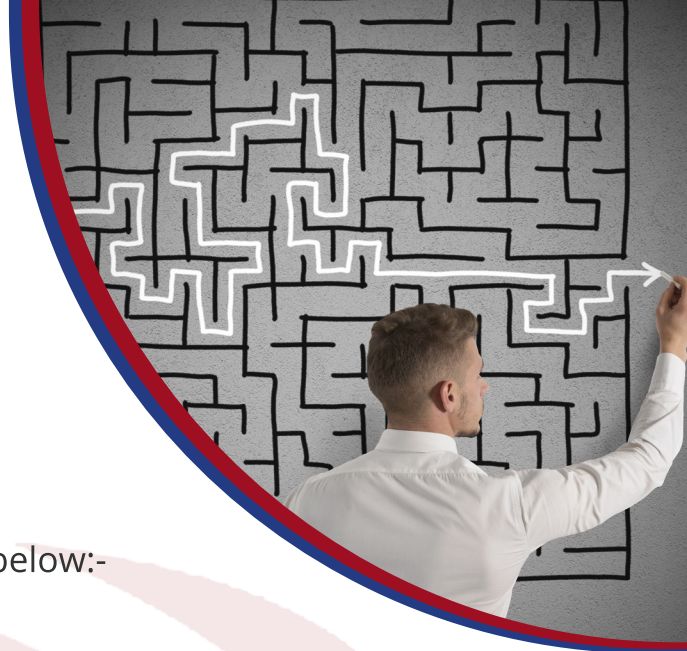
“The scope of the overall platform upgrade and code base migration combined with infrastructure, application, and repository transformation goals with close to no downtime.”

Some of other involved challenges are also listed below:-

- Oracle ATG Commerce platform upgrade from a lower version to a higher version where there were huge changes in terms core commerce platform and search platform.
- The code base migration was the key challenge and specially because of the fact that the two platform versions were differing on password hashing algorithms which required a provisioning in the overall upgrade path where no users will be impacted or asked explicitly to reset their password on the web commerce channel.
- Zero or minimal disruptions to the online services to end customers

Assessment

The core commerce modules and application infrastructure was analysed in terms of vendor support and guidelines on the each migration and upgraded for various software products and servers used as part of commerce infrastructure i.e. Oracle ATG Web Commerce platform, Jboss application server, SQL Servers, IIS Web Server, Tanuki Plugins and build software.



Team Ramp-Up

The core migration team for this engagement was identified and mobilized in line with diverse skill sets required for various product and software upgrades.

Migration Collateral

Standard build packages for all applications designed for future ease of support and administration. A well thought provisioning made on comprehensive test planning and testing to ensure quality aspects and future maintenance ease.

Execution Highlights

- The migration was planned in multiple phases involving platform upgrade, repository upgrade, code base migration and provisioning password hash algorithm from previous platform in to new platform ensuring full potential and business benefits from new platform versions are leveraged

- Module by module migration in terms of required code upgrade to new Oracle Commerce platform versions

Standardization of Build infrastructure was done ensuring ease and support for administration

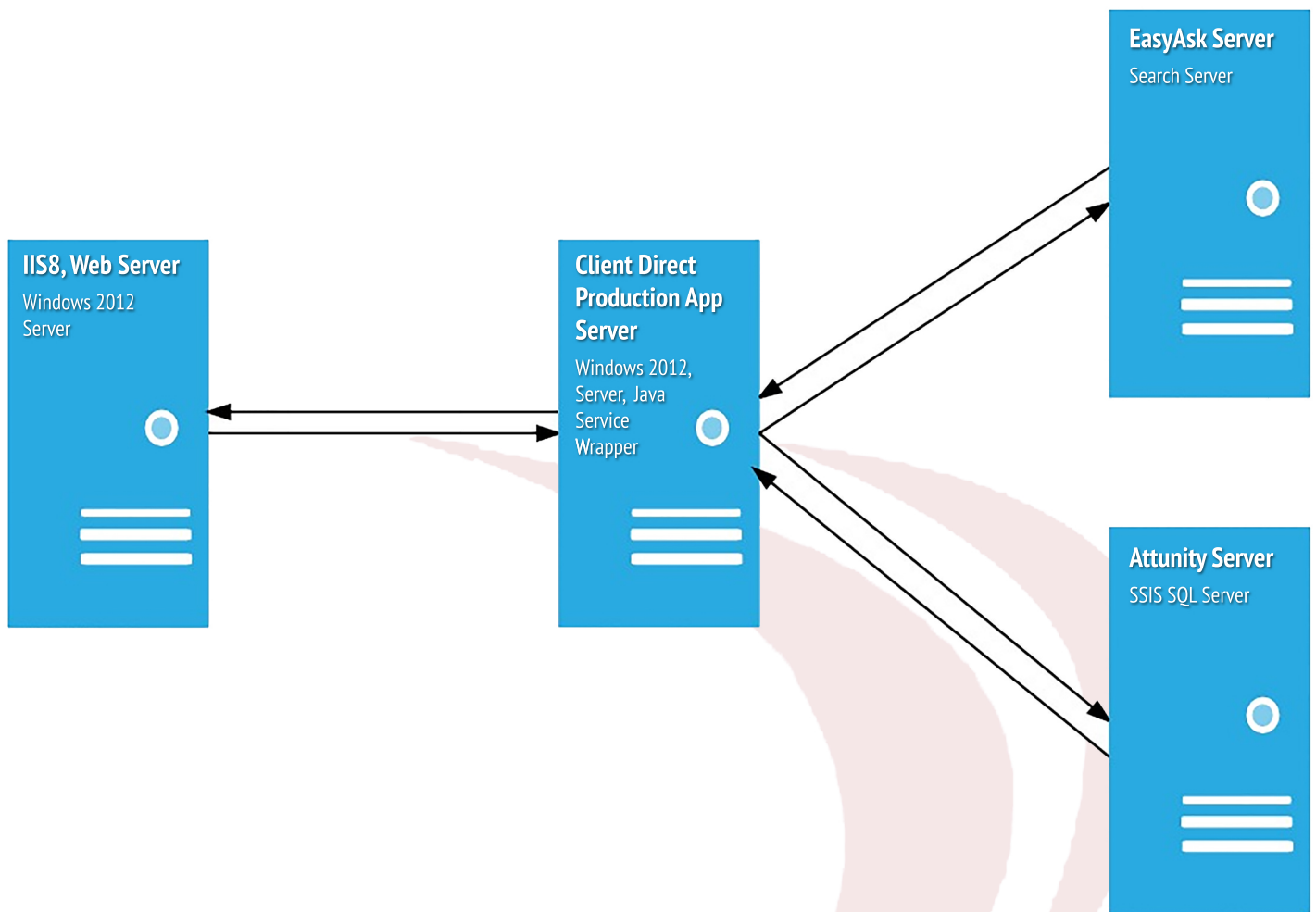
- Two-step Quality testing process for all migrated applications covering integration testing and user acceptance testing in client controlled environment

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Oracle Web Commerce B2B Platform

Benefits

- All of the key technological components were upgraded as part of platform upgrade with almost zero down time of business, bringing efficiencies of the latest version of platform and enhancements and also ensuring continued vendor support on various commercial software components
- Build infrastructure was standardized for ease and support for administration, automation tools for quick migration of databases were developed and leveraged
- The re-factored code is more readable and maintainable with quality improvements.

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Thank You !

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