CAPITA

Aerospace
and defence

Fast facts:

Client: Aerospace and defence company

Industry: Aerospace and defence

Capita Services: UK Deployment of Global Oracle ERP solution achieved through our data migration service powered by Talend

Executive summary

The Aerospace and Defence company is a global technology leader and a producer of advanced electronics for a number of different markets.

The client needed to undertake the roll-out of the global ERP template for a common business process solution across Procurement, HR, Sales and Contracts, Accounting, Projects, Customer Services and Manufacturing domains. The solution included Oracle E-Business Suite integrated with Northgate HR, Primavera, Teamcenter PLM/PDM with Cognos for reporting.

The key client requirement was to deliver the business benefits against the business plan, including the provision of a shared service centre with minimal impact. Following design and testing over 6 months, the first go-live was successfully achieved in Q1 of the following year.

The requirement to accelerate the roll-out to a further 16 businesses with various flavours of legacy ERP in a secure data environment confirmed the need to ensure a robust and industrialised approach was applied to the data migration for the programme.

Capita were engaged to take responsibility for the governance and delivery of the programme, including the delivery of cutover and data migration based upon our track record. This was achieved by leveraging our data migration approach, methodology and experience gained over multiple engagements and delivery lifecycles.

A key accelerator that assured the delivery of the ERP programme was the utilisation of Capita's partner Talend and their data management software. Talend undertook data profiling, managed data quality, and migrated and reconciled the data.

The outcome was a programme that delivered all the required outcomes and desired benefits on time, with a business functioning on accurate, cleansed and reconciled data.

The solution is currently going through an upgrade to the latest version of Oracle.

Challenges and goals

- The client is an organisation that has grown by acquisition, and operated with disparate legacy processes and systems
- The accelerated delivery of the programme to multiple businesses required a robust, methodical and industrialised approach towards data migration
- The client operates in a secure data environment with long term data retention requirements
- Multiple businesses and locations
- Transition to a shared service model

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Our approach

The following highlights the key areas of our approach that drove the successful outcome:

- Early engagement with the business to determine roles and responsibilities, ownership, and to set expectations
- Provision of transparency and control
- Data migration was an integrated yet independent project using a defined project management methodology to ensure strong governance and controls, with all phases having defined and tracked entry and exit criteria
- Early data profiling of legacy environments to qualify scope, identify gaps and level of cleanliness in order to confirm size of task
- Use of Talend to monitor data quality, produce migration plans which could be re-used and provide source to target reconciliation
- Utilisation of Capita's data migration methodology and seven step approach based upon best practice and our experience in delivering multiple migrations
- Capita's team was built up of consultants with both functional and data migration experience built over many full lifecycles
- Recognition that this was business driven and not a technical activity
- The team always endeavoured to minimize the data migrated
- Ensured data was cleansed before go-live and not post
- Ensured business ownership of reconciliation and sign-off

Results and benefits

- Successful early delivery of the first stage developed client confidence in Senior Management of the outcome
- Cleansed data facilitated the business to operate on more trusted and believable data allowing them to make better business decisions
- Repeatable processes reduced the cost of programme delivery through assured accelerated deployment and reduced team growth
- Strong gateway governance with clearly defined and managed entry and exit criteria provided secure delivery progress at the defined level of quality
- Clear business ownership led to clarity of future responsibilities and increased understanding of business data and it's context
- The client was able to process business transactions from day one with no ongoing data issues, therefore reducing impact
- The business was able to secure early ROI and benefits

Further information about the Capita Group can be found at: **www.capita.co.uk**

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