



## Products

Oracle Fusion HCM

Oracle Fusion Procurement to Pay



## Production support and Cloud Confidence for an Educational Technology Company which moved from On-Premise to Cloud

### About the Client

Founded in 1997, Blackboard is headquartered in Washington, D.C., with offices in North America, Europe, Asia and Australia. They are a global leader in enterprise technology and innovative solutions that improve the experience of millions of students and learners around the world every day.

### The Challenge

As a part of Business strategy, Blackboard planned to move their existing On-premise PeopleSoft ERP to Cloud (HCM & Procurement to Pay) bringing in agility and minimizing the overheads in the system. However, this decision of the client has brought-in associated challenges. Few of them are mentioned below

- Amount of new changes that are Published by Oracle as monthly updates are not validated on time.
- Path stabilization on Cloud (HCM & Procurement to Pay), was not properly done by Implementation partners
- Admins as well as Business users were finding difficulties in running business which in turn resulting in high volume of Incidents.
- Lag of response from Oracle Support team which in turn having an impact on business

### The Solution

- SuneraTech's implemented its self-owned cloud testing platforms FavEX & CloudTestR that made sure Business Transactions are running without any breakdowns even after monthly updates



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## Testimonial

We are looking for a new solution since upgrade path for PeopleSoft is limited. We are also looking for a solution that is cloud based because it will allow us to stay current. With the Cloud solutions delivered for us is much greater integration of our HR systems. By moving to a cloud solution we are upgrading twice a year offering new features and functionalities and it enables us to focus more on how we are going to improve our processes with the tools that are made available to us on regular basis rather than focussing on maintaining what we have. We are more focussed on how to best configure the system and testing the system to make sure that it is working appropriately as we upgrade.”

*Jonathan Sax*  
VP HR, Blackboard.

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- FavEX with its Patch Impact Report helps in prioritizing the modules that needs to be tested at priority
- CloudTestR, cloud-based testing automation platform rapidly automates testing changes made to the enterprise apps. Thus, reducing the time to validate from weeks to days
- Took complete ownership of production issues to run the Business swiftly; acting as a bridge between Oracle Support and Blackboard

## The Result

- Blackboard gained the Cloud confidence with Oracle Monthly updates or Application upgrades having no / minimal impact on Business
- Minimized the effort and cost involved in testing by taking testing on the cloud approach
- Reduced overheads and resolution time for each issue; utilizing the expertise of Sunera to run critical business processes

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