Coach USA

Coach USA Turns Around Troubled Oracle R12 Upgrade and Reduces Infrastructure Costs with Syntax

Supported since 2013

Coach USA

▷ Corporate HQ: Paramus, New Jersey

▷ Industry: Transportation

Technology Footprint

▷ Oracle E-Business Suite R12.1.3

▷ Oracle Database 11g

▷ EMC VMAX

Syntax Solutions

▷ Oracle EBS Consulting Solutions

▷ Syntax Enterprise Cloud® for Oracle EBS

▷ Oracle AMS

Accomplishments

▷ Secured stable, reliable Oracle EBS Hosting

▷ Migrated Canadian subsidiary from JD Edwards to Oracle EBSS

▷ Successfully upgraded to Oracle R12.1.3

In 2009, Coach USA needed high-level Oracle expertise after an unsuccessful upgrade from Oracle E-Business Suite 10.7 to Oracle R12. While Coach USA's previous partner had completed the upgrade, Go-Live was unsuccessful and Coach USA was forced to revert to Oracle 10.7 within two weeks.

Coach USA selected Syntax's Consulting Solutions to remediate the issues encountered during this complex upgrade, which involved migrating their sister company, Coach Canada, from JD Edwards to Oracle R12. Syntax completed the upgrade on time and on budget and has been providing remote Oracle AMS support for Coach USA since then.

In 2012, Hurricane Sandy knocked out Coach USA's onsite data center for several days. Coach USA realized they needed to move EBS to a service provider that would ensure continuous uptime backed by robust DR capabilities. To accomplish that, Coach USA migrated its Oracle infrastructure to the Syntax Enterprise Cloud.

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

Syntax 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.

ORACLE Platinum Partner

IBM Silver Business Partner

About Syntax