



Zak Designs  
Spokane, WA  
www.zak.com

**Industry:**  
Manufacturing & Distribution

**Oracle Products & Services:**  
Oracle E-Business Suite R12 Upgrade  
Oracle Financials  
Inventory  
Order Management  
Procurement  
EDI  
Discrete Manufacturing  
Incentive Compensation

To learn more contact:  
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Since 1976, Zak Designs has been committed to making mealtime fun for people around the world. Whether it's through dinnerware and on-the-go products that feature children's favorite characters or tableware and kitchen prep products that represent the latest global fashion statements, Zak gives people the mealtime products that fit their appetites.

## Company Challenges

- Upgrade existing database to 11g and upgrade Oracle applications from 11.5.10.2 to R12.1.3
- Reduce system downtime to a 2 ½ day window to minimize disruptions to standard operations
- Limited availability of functional and technical resources available to support the deployment

## The Solution & Result

- Leveraged Jibe Upgrade Helpdesk Services to help manage the project, supplement key resources, and reduce project risks.
- Utilized Jibe's proven Upgrade Methodology ensuring a practical and achievable timeline, a repeatable upgrade process and predictable results
- Reduced the system downtime required by performing the database upgrade and the applications upgrade separately
- Provided DBA support and completed all development efforts remotely
- Jibe's developers migrated over 300 Discoverer workbooks, providing a seamless transition to the user community
- Implemented process improvements across applications by restructuring menus to increase process efficiencies, reducing duplication of data entry, introducing new functionality and providing additional user training

