

Ensuring Seamless Supply Chain Operations Post-Software Patch



Client Challenge

Our client uses a mobile supply chain application integrated with Oracle Fusion ERP for warehouse shipping. The client was preparing to deploy the 22B patch and initiated testing in a cloned environment to assess any impact on their operations. The integration between the ERP and the Mobile supply chain application failed and no data could be exchanged between the applications, threatening to disrupt shipments and impact revenues if it went unnoticed.



Solution

Utilizing Attest, we conducted comprehensive end-to-end business process testing. The testing identified an integration error between the ERP and the mobile application. Further investigation revealed that an additional parameter needed to be added to the interface API due to the 22B patch. The client promptly implemented the required code fixes and successfully retested the integration.



Business Benefits

The timely use of Attest delivered several key benefits:

- ✓ **Operational Continuity:** By identifying and resolving the integration issue, we prevented any disruptions to the client's supply chain operations.
- ✓ **Revenue Protection:** Early detection of the issue safeguarded the client from potential revenue losses due to delayed shipments.
- ✓ **Cost and Time Efficiency:** Catching the error in the testing phase eliminated the need for crisis management and emergency fixes in production, saving both time and costs.
- ✓ **Risk Mitigation:** The successful test highlighted potential areas for improvement, enabling proactive measures for future software updates.

The end-to-end business process assurance provided by Attest enabled our client to seamlessly integrate the 22B patch, maintaining operational efficiency and protecting revenue streams.