

# Global Manufacturer Case Study

## Migration from Oracle OIM/ODSEE to Ping IDM/DS

### Client Overview

#### Key Issues:

- Decision Driver: Extended Support of Oracle IAM 11gR2 ended on December 31, 2021. Client opted to move off the Oracle platform.
- Business Constraint: Lines of business were unwilling to change applications, and business / IAM processes, to leverage Out-of-the-Box functionality from a replacement vendor.
- Desired outcome: a modernized Digital Identity platform that is more flexible in adapting to future business needs, with a reduced cost of ownership going forward.
- In 2019, client purchased a competitive solution to replace Oracle, but was unable to address technical requirements. The project was canceled.
- In 2H 2020, Snap-on evaluated ForgeRock (now Ping) and purchased IDM/DS in December, 2020.
- CrossGEN executed a Fixed Price contract, in January of 2021, to implement ForgeRock.

### How Our Consultants Helped

#### Displacing Oracle IAM 11gR2 with ForgeRock

- Leading the migration from Oracle OIM/ODSEE to ForgeRock 7.01 of IDM/DS, in support of client's Global Workforce and Franchisees.
- Scope spanned Technical Discovery through one month of Post-Production support, including comprehensive testing, documentation and knowledge sharing.
- Deployed three environments: Development, Pre-Production and Production (High Availability).
- To provide like-for-like functionality, the existing solution of Oracle OIM, augmented with several custom C programs, was replaced with ForgeRock IDM. Many of the customization exits in IDM were utilized to adapt IDM to fit the like-for-like functionality requirements.
- Contract flexibility: Go/No Go project milestones with outcome-based payments.

### Results

- Production Cutover in October, 2021
- Oracle IAM platform decommissioned January, 2022
- No unscheduled outages or Service Incidents since Production Go-Live
- Demonstrated ForgeRock's ability to fulfill synchronization use-cases that a competitive directory synchronization product failed to solve.
- Client signed off on the functional testing milestone – like-for-like business and technical requirements were met with IDM.
- Migration to ForgeRock was cheaper than upgrading to then-current release of Oracle IAM:
  - Software to Services ratio on ForgeRock migration was 1:1
  - Services for Oracle PS2 to PS3 were projected at 3x > ForgeRock migration
  - Services for Oracle PS2 to 12C were projected at 4-5x > ForgeRock migration
- ForgeRock's architecture simplifies upgrade release times, compared with experience with Oracle V11/12
  - During deployment, 2 weeks to upgrade lower environments to new 7.1 Release
  - Through experience, similar upgrade from Oracle PS2 to PS3 projected at 6 weeks