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## OAUG News Release

### **Oracle Applications Customization: "Avoid at all costs, but you're going to have to do it."**

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*Oracle Applications Users Group spring conference attendees  
discuss lessons learned during customization of Oracle Applications*

**ATLANTA – April 27, 2001** – Attendees of the 11<sup>th</sup> Annual Oracle Applications Users Group's Spring Conference yesterday learned of mistakes to avoid in customizing Oracle applications from those who have gone through the experience. Consensus was that customizations, while problematic, are necessary.

In a general morning session, one panelist also discussed her experiences with interfacing Oracle Applications with her company's system. She cited project term organization, differences in the definition of customization, confusion around the extension concept, designing customizations without a team approach and an underestimated amount of testing time as key problems to avoid.

"Almost everyone underestimated the amount of time it takes to test the system properly," she said. "You have to test thoroughly before exposing your enterprise to the new system."

An additional customizations panel included presentations by Robert Thackston of Innovia, Sara Canfield of DigiTerra, Inc., Bill Dunham of Boss Corporation, Bill Archord of Impac and Basheer Khan of Vertex Systems, Inc. These individuals provided suggestions to common customization issues and answered questions from attendees.

One query from a multinational soft drinks distributor addressed how to handle issues associated with the multiple releases and patches resulting from the company's constantly changing business environment.

"Most users would recommend avoiding customizations if at all possible." Bill Dunham advised. "But you have to establish expectations with end-users."

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Curt Kemp of NCS Pearson, a global provider of educational applications, services and technologies, told attendees of his company's approach, which is to conduct two major releases a year with all needed updates bundled in each.

"We change it all and then test again," Kemp said.

NCS has customized customer interfaces and extensions, avoided customizing forms but has done a lot of customization for reports.

"Customizations are a horrible experience to avoid at all costs, but you have to do them so you might as well do them right," Kemp said. "Extend – Don't modify."

### **About Oracle Applications Users Group (OAUG®)**

Oracle Applications Users Group (OAUG) was formed in the San Francisco Bay Area in May 1990 when 32 Oracle® Applications users gathered to create an independent forum for the exchange and expression of information concerning the effectiveness of Oracle Applications. At that time, members agreed that the OAUG would remain an independent voice, promoting education, networking, communications and information sharing and opened a dialogue with Oracle representatives about product development, quality and support.

With a wide range of activities such as conferences, publications, affiliated group events, and a variety of member services, OAUG works to increase the members' knowledge and understanding of Oracle Applications and to communicate their issues and needs to Oracle Corporation.

Today, OAUG has 2,200 corporate members who represent tens of thousands of individual users worldwide, including representatives from more than 25 of the Fortune 100 companies, and represents diverse backgrounds, industries and geographic locations. Members include end users, service providers, hardware vendors, and third-party software solution providers, and represent 71 affiliated geographical and special interest groups from around the world.

The OAUG holds semi-annual conferences in North America each Spring and Fall and annual European and Asia/Pacific conferences. Over the past eight years, conference attendance has increased dramatically with the 2000 Spring Conferences attracting more than 10,000 attendees.

For more information on the OAUG, visit its Web site at [www.oaug.org](http://www.oaug.org).

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