

Skylar One 12.5

Operational Intelligence for Teams Under Pressure



Platform Quality Is Improving

Recent customer experience and support metrics show meaningful improvements in platform quality, stability, and operational outcomes.

Key Results



46% Reduction in Cases Opened



74% Reduction in Outages



60% Reduction in Escalations



71% Reduction in Defects

These improvements reflect ongoing investments across engineering, support, customer success, and platform operations focused on reducing operational friction and improving the customer experience. Together, they point to a more stable operating experience and a stronger foundation for customers planning their next upgrade.

Customers Are Moving to 12.5 Faster Than Previous Releases

12.5 is currently the fastest-adopted major platform release to date.

Adoption Highlights

- 123 platforms on 12.5 within approximately five months of general availability
- 71 customer upgrades and new installs completed since Q4 2025
- Reached the 100-install milestone faster than both 12.1 and 12.3
- 291 platforms remain on 12.3, creating continued upgrade opportunity through 2026

Customers are adopting 12.5 despite it being an Oracle Linux 9 transition release, which reflects growing confidence in both platform quality and the upgrade experience.

What the Data Shows About Code Quality

Support case volume provides one indicator of platform quality and post-upgrade stability.

12.5 demonstrates the lowest support case volume of any recent major release and the flattest pre- and post-upgrade support profile. Customers are experiencing fewer upgrade-related disruptions and lower ongoing support burden compared with prior platform versions.

Release	Peak Average Cases
12.1.2	~3.7
12.3.x	~2.8
11.3.0	~2.6
12.5.x	~1.4

Why Customers Are Upgrading

Organizations are upgrading to take advantage of:

- Improved platform quality and stability
- Reduced operational friction
- Ongoing security and defect remediation
- Better supportability
- Access to current platform capabilities
- A more predictable upgrade experience

Customers that remain current often find it easier to adopt future enhancements and avoid the complexity associated with larger catch-up projects.

Planning Your Next Upgrade

Whether your organization is actively planning an upgrade or simply evaluating available options, a conversation with your Customer Success Manager can help review your current version, assess upgrade path options, identify planning considerations, and connect you with available support resources.

The most successful upgrade projects begin with preparation, communication, and a clear understanding of what to expect.

Talk with your Customer Success Manager to begin planning your next step.

