



## Global Supply Chain and Logistics Company

SUPPLY CHAIN MANAGEMENT

CLIENT CASE STUDY | CLIENT SINCE: 2017

# ERP-One delivers global JD Edwards EnterpriseOne 9.2 upgrade **on time** and **under budget**.

### Challenges

1. Upgrade to EnterpriseOne 9.2 required to remain certified on hardware
2. Multiple corporate regions across the globe, each with own EnterpriseOne environment
3. Several parallel projects ongoing within the company; required coordination of resources and object management
4. COVID-19 protocols in place during go-lives, restricting onsite work and re-allocating resources
5. Code set and version complexities: one central code set maintained across all regions coupled with regional differences in versions
6. Project metrics:
  - Custom objects to be retrofitted: 3,800
  - ERP integrations: 368
  - Global JDE users: 2,500+

### Solution

1. Separate CRP, training, and go-live for each corporate region; staggered timeline implemented
2. DWS Dimensions utilized to analyze data baseline for retrofitting effort
3. Retrofit work done using Agile methodology to manage resourcing constraints
4. Utilized Mimix Availability to replicate production data to pre-live 9.2 system, resulting in streamlined go-lives
5. Training videos created for end user 9.2 training
6. Custom excel application created for version comparisons between regions
7. Go-live procedures were tailored and optimized to reduce downtime within required 12-hour window

### Results

1. Business results achieved for Client:
  - ERP platform readied for move to the Cloud
  - Enhanced system security and capabilities
  - Enhanced users' experiences
  - Improved integrations
2. Project was completed successfully within original timelines and budget
3. New E1 9.2 features introduced to users through Proof of Concept workshops
4. Multi-faceted UDO governance model created
5. Functional script repository created to inventory core processes and used for final User Acceptance Testing across all global regions

### Technologies

