JD EDWARDS ENTERPRISEONE TRANSFORMATIONAL UPGRADE

CASE STUDY

INTRODUCTION

A global leader in fiber-based product manufacturing of papers, market pulp, and absorbent hygiene products with business in 50 countries and commitment to sustainable wood fiber utilization was seeking a transition to the latest JD Edwards release, shorten the time taken for manual orders and design an agile system that supports its customers across a significant distribution network.

Following a strategic merger with another enterprise, it became the largest uncoated communication paper company in North America.

CHALLENGES

The organization encountered significant challenges during its transition to the latest release of JD Edwards. The original implementation, dating back eight years, featured numerous customizations, hindering code currency with Oracle. System stability issues, including frequent server reboots, were a concern, and user dissatisfaction prevailed. The absence of a disaster recovery plan posed a risk, compounded by delayed processing of EDI orders compared to manual orders. Furthermore, the evolving business model necessitated an agile system to support a vast distribution network in the US and Canada, a requirement not met by the current implementation.

SOLUTIONS

To address these challenges, the organization enlisted IT Convergence for a hybrid business transformational upgrade of their JD Edwards EnterpriseOne system. ITC's executive team actively engaged in due diligence, offering a 100% guarantee to mitigate risks. Their meticulous understanding of the organization's issues, supported by key performance indicators, set them apart. ITC's mature delivery process and technical depth solidified their selection. Post-upgrade, the organization experienced a positive transformation, eliminating customizations and ensuring code currency. The partnership with ITC also involved leveraging the Optimizer tool to handle future load requirements and migrate the entire paper business orders onto JDE. A disaster recovery plan was implemented, providing a 24-hour turnaround, and stability was achieved by eliminating old customizations. The EDI order process saw significant enhancements, with 50% of orders processed without manual intervention, signaling ongoing improvements.

RESULTS

Following the successful collaboration with IT Convergence, the organization now enjoys the foundation and agility required to meet customer demands across its extensive distribution network. The latest JD Edwards EnterpriseOne release, coupled with the removal of numerous customizations, ensures code currency and Oracle support coverage. With a disaster recovery plan in place, stability achieved, and improved EDI order efficiency, the organization experiences a streamlined and resilient system. Notably, 50% of EDI orders are now processed seamlessly, with continuous efforts to enhance this figure further. The positive outcomes reaffirm the organization's decision to partner with ITC for its JD Edwards transformation.