



Leading North American Energy Producer powers its way to a hugely successful 9.1 upgrade with the assistance of DWS

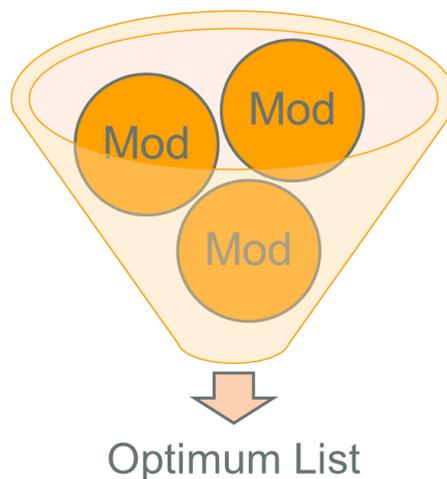
The Challenge

About the Client

The client is a leading North American energy producer that is focused on growing its strong portfolio of diverse resource plays, producing natural gas, oil and natural gas liquids.

JD Edwards EnterpriseOne Upgrade

Since 2001, the client's Enterprise Resource Planning (ERP) system, Oracle's JD Edwards (JDE) has supported Financial/Accounting, Human Resources, Supply Management and Asset Management business processes. In 2010, the JDE roadmap process yielded a decision for Finance, Human Resources and Supply Management to remain on JDE. Supply Management would increase its functional footprint within JDE as well.



DWS was selected to assist in the Discovery phase of the JDE Upgrade Project. During October and November 2011, DWS delivered its proprietary Dimension Analyze™ service to scope the client's highly modified system. During this process, DWS uncovered 13,052 objects flagged as modified but were able to reduce this to an Optimum List of 5,504 objects.

“DWS decommissioned 58% of the total modified footprint. This reduction of objects saved in excess of 875 developer days.”

Snapshot

The Client

A Leading North American Energy Producer, with a market capitalisation of over US \$16 billion.

The Challenge

Through the delivery of its Dimension Analyze™ service, DWS decommissioned 58% of the total modified footprint, saving time and money in developer days.

The Delivery

DWS used its Dimension Professional™ to plan, manage and deliver the upgrade. Extra time and resources from DWS meant that the development work was delivered one month earlier than planned.

The Result

The client successfully migrated off the old Xe release, and went live on the new E9.1 release in May 2013.

DWS decommissioned 58% of the total modified footprint. This reduction of objects saved in excess of 875 developer days.

Following the Dimension Analyze™ scoping and audit process, DWS were selected after an extensive and wide-reaching partner evaluation process to upgrade their customizations to the E9.1 release level. The primary aim of the upgrade was to deliver a solution that enhanced workforce effectiveness, utilized standard functionality in the higher release where possible and served to rationalize and simplify existing customizations while delivering a solution that would enable a long-term sustainable ERP solution – that is, to enable the client to more easily stay code-current.

The client was running Xe on a P570 on AIX with 320GB of Production data on an Oracle 11i database with Websphere VM's and a Citrix Farm of servers.

The Delivery

The Client's Commitment

The client invested heavily in the success of this upgrade project with sponsorship right from the top of the business. They created an excellent leadership team with multiple project managers and team leads across different functional and technical streams. Key process leads were identified and seconded to the upgrade project. The



client also set up a dedicated Quality Center leveraging HPQC (Hewlett Packard Quality Center) to ensure that the quality of the delivered solution was at the heart of the projects eventual success.

The DWS Approach

The client made clear from the beginning that they wanted to go-live on the 9.1 release in May 2013. This meant that the development work would need to complete by the end of February 2013. They asked DWS if the agreed development effort could be completed one month earlier – by end of January 2013. DWS revisited the project plan and increased the resources assigned to the project so that we could deliver one month earlier than originally planned.

“DWS revisited the project plan and increased the resources assigned to the project so that we could deliver one month earlier than originally planned.”

www.dwsconsultants.com

DWS used its proprietary Dimension Professional™ tools throughout to plan, manage and deliver the entire uplift effort. The Dimension Professional™ methodology and tools were vital to the success of this project.

Using its Dimension tools, DWS was able to break down the significant workload of the final 5,004 objects into more manageable 'bundles' of work according to a particular functional stream or sub-stream. Dimension is able to determine the precise object dependencies for any modified object. This is vitally important when bundling



and sequencing the workload. The project manager was able to assign 'parent' objects to developers that included all their downstream dependent objects. This enabled the project manager to create a plan that delivered bundles of work to the client every 2 weeks. This was also key in assisting the CNC function when they had to promote bundles from one environment to the next as DWS bundled all dependencies, which enabled clean package builds and reduced system admin time chasing down build issues. These bundles were self-contained and allowed the client to start testing as soon as

“DWS delivered in excess of 2,000 man days of effort upgrading 5,004 objects, but still managed to come in under budget.”

these bundles were released, thereby ensuring that the testing phase was started as early as possible.

The client's HR module was highlighted as a key component of the upgrade due to the extensive level of customization. DWS worked very closely with their HR project manager to deliver an upgraded solution that met their exacting requirements.

DWS also assisted the client with some challenging performance issues in key business processes. There was also complex work to attend to in the interfaces area such as RTE, TibCo, PAS, AFE etc.

DWS had 19 developers on the project at one point and delivered in excess of 2,000 man days of effort upgrading 5,004 objects, but still managed to come in under budget. DWS delivered this uplift effort entirely remotely with only three planned site visits from the DWS project manager throughout the project. This helped to further reduce cost and complexity.

Quality

DWS started with weekly triage meetings to deal with any defects that came out of testing.



These increased to daily triage meetings as the project got closer to UAT and thereafter to go-live. The client raised in excess of 1,850 defects of which 333 were sent to DWS for investigation. The total of 'DWS at fault' defects was 25 or 1.35% of the total reported defects. DWS was able to use its Dimension tools to assist the client in tracking down solutions to some of the reported issues. The defect turnaround performance by both the client and DWS was very impressive and certainly helped to keep the May 2013 go-live on track.

The Result

Go-Live

The client went live on the 9.1 release in May 2013 as planned and have since completed a successful month-end on the new E9.1 release.

“This was a very large and complex upgrade project. The joint teamwork between DWS and the customer was excellent, which led to a culture of achievement and success. I am very proud of the joint outcome on this large-scale upgrade project.”

Barry Burke - Managing Director

“The client went live on the 9.1 release in May 2013 as planned and have since completed a successful month-end on the new E9.1 release.”

Client Reference

Our client is happy to take reference calls regarding the above upgrade if required.

If you would be interested in arranging such, please contact Barry Burke on sales@dwsconsultants.com, who will be happy to provide you with the relevant details.

dws



About DWS

Since 1998, DWS has been providing software development and technical support to companies who want to customize and extend Oracle JD Edwards EnterpriseOne. Its award winning Dimension Analyze™ service has now assisted customers in Europe, Australasia and North America with their EnterpriseOne upgrade projects.

DWS is the trading name of Developing World Systems Limited, which is registered in England and Wales.

For further information please visit our website, or contact us:

www.dwsconsultants.com

UK: +44 (0)1494 896600

US: +1-888-769-3248

AUS/NZ: +64 (0)9 427 9956

E: sales@dwsconsultants.com