dws

ORACLE® Gold Partner

DWS partnered with CSS to lead Appvion in a successful upgrade to the big 9s

The Challenge

About the Client

Appvion Inc is a manufacturer of specialty coated products such as thermal, carbonless and security paper. These product solutions haven't stopped with paper. Appvion are using their work in microencapsulation to change the way people interact with all kinds of products from fabric softeners to building and construction materials. Appvion are headquartered in Appleton, Wisconsin and has manufacturing operations in Wisconsin, Ohio and Pennsylvania. They employ approximately 1,700 people and are 100 percent employee-owned.

JD Edwards EnterpriseOne Upgrade

The JD Edwards system was originally implemented in 2002. The system was highly automated and involved multiple third-party interfaces

APPVION

and customised objects to support the virtually "touchless" order fulfilment process. Appvion have in excess of 1,600 users. They use 19 JDE modules running on an IBM iSeries, model 740, 8 processor Enterprise Server, with multiple "critical" third party applications, including MES, EDI, Optio, PDP, PSP, eComm, TRACS, EKHO and Concur.

DWS was selected to assist in the Discovery phase of the JD Edwards Upgrade Project. During April and May 2012, DWS delivered its proprietary Dimension Analyze™ service to scope the client's modified system.
During this process, DWS uncovered 4,849 objects flagged as modified but were able to reduce this to an Optimum List of 3,570 objects.

Snapshot

The Client

Appvion Inc is a manufacturer of specialty coated products such as thermal, carbonless and security paper.

The Challenge

Their JD Edwards system was originally implemented in 2002 and was highly automated, involving multiple customised objects.

The Delivery

DWS partnered with CSS to manage this upgrade project. DWS delivered its proprietary Dimension Analyze™ service to scope the client's modified system and then used its proprietary Dimension Professional ™ tools throughout the project to plan, manage and deliver the entire uplift effort.

The Result

The client successfully went live on the 9.1 release in May 2013 as planned.

"DWS uncovered 4,849 objects flagged as modified but were able to reduce this to an Optimum List of 3,570 objects."

This represented a 26% reduction on the raw extract object numbers. By highlighting and subsequently excluding 1,279 objects, the Discovery phase reduced the upgrade project by an estimated 195 days. This was very important for Appvion who wanted to complete the upgrade and go live within a relatively short timeframe.

Appvion engaged CSS to upgrade JDE from Xe to 9.1. CSS partnered with DWS to complete the technical development component of the retrofit. The primary aim of the upgrade was to deliver an 'as is' solution as Appvion's IT management team wanted to preserve the key components of the existing enhancements for automation. Some customised objects were retired and a few key functional areas were further enhanced during the retrofit process.
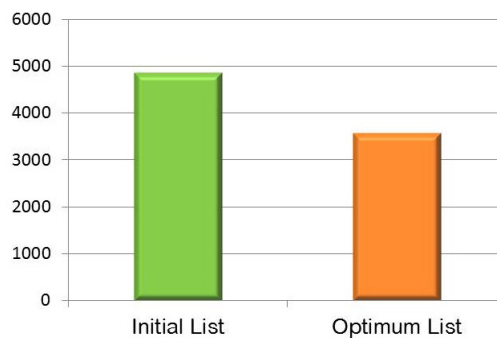
The Delivery

The DWS Approach

Appvion wanted to go live on the 9.1 release in May 2013. This meant the development work needed to be complete by the end of February 2013. DWS used its proprietary Dimension

Professional ™ tools throughout the project 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 workload of the final 3,570 objects into manageable 'bundles' of work according to a functional stream or sub-stream. These included EDI, Work Orders, Planning, Inventory etc. 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 these bundles were released, thereby ensuring that the testing phase

was started as early as possible. The clients Bid's & Pricing module was highlighted as a key area of the upgrade. This was a custom module that was affected by the significant changes that Oracle have made to pricing in the higher releases. DWS Dimension tools were able to analyse the changes made by Oracle in this key area. DWS worked closely with the Business Analysts at Appvion and CSS to deliver an upgraded solution that provided the functionality of their Xe solution, but that would integrate and work with the new and changed tables and functions created by Oracle. Several key parts of Appvion's customised Order Fulfilment process; order date and shipment consolidation processing had also been changed by Oracle in the later releases. Several additional and challenging changes were required to the Order Fulfilment process. This was achieved by combining our experience and knowledge of 9.1 with our modification methodology and also lessons learnt from previous upgrades. During UAT a few long running jobs were found. These were reviewed and changed to improve performance; again we relied heavily on our prior upgrade experience and Dimension tools to solve these issues.

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DWS had 12 developers on the project at one point and delivered in excess of 875 man days of effort upgrading 3,500 objects, but still managed to deliver the retrofit ahead of schedule. DWS delivered this uplift effort entirely remotely with only one planned site visit from the DWS project manager at the outset of the project. This helped to further reduce cost and complexity.

Following the development work was an intense period of conversion, functional and interface testing via multiple test cycles including unit testing, a "Day in the Life" test, two Integrated Conference Room Pilots, a performance test, and multiple iterations of data conversions and system validations.

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. 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 DWS was very quick and the low number of defects 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 several successful month-ends on the new E9.1 release.

"Appvion have engaged CSS for upgrading our JDE E1 from Xe to the 9.1 and CSS have partnered DWS to assist us with the technical development retrofit from JDE E1 Xe to 9.1. And by leveraging the Dimension tool our implementation partners were able to provide very accurate estimates on the development efforts for the retrofit objects. DWS is very skilled in JDE development work and are very process driven, efficient and flexible in the approach to the development work and have been delivered on scheduled timelines and on budget. DWS have done a very good job delivering the technical work and I can highly recommend for JDE upgrade development and technical work without any hesitation."

Srini Dadi - Enterprise Systems Manager

"The client went live on the 9.1 release in May 2013 as planned and have since completed several successful month-ends 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.

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.

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