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# INFOCUS

A JD Edwards EnterpriseOne Deep-dive Event

## EnterpriseOne Upgrade Consortium

**Session ID#: JDE-104240**

*Accomplishing A Comprehensive Technology Upgrade:  
Our story*

Presented by

**Name:** Susan Goodman & Carl Goossen

**Company:** Spray Equipment & Service Center, Inc.



# Welcome and Please:

- Silence Audible Devices
- Note Fire Exits
- Partake of Refreshments
- Note Quest Staffers (green shirts)
- Complete Feedback Form
- Ask Questions
- Please support the Quest community by respecting that all information shared in this session is confidential and proprietary.

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A \$35M company based in Wichita, Kansas with 71 employees in 6 facilities across the Midwest including 15 salesman covering all points in between including Canada and Mexico.

An Industrial distributor and integrator of equipment that meters, mixes and moves material for paint line finishing operations, specialized high performance coatings as well as adhesive and sealant delivery systems.

# Getting Approved

- ✓ Risk of not upgrading
- ✓ Another Option - Downgrading
- ✓ Not the same as the last time
- ✓ Budget based on hard quotes
  - Fixed Price Contracts with people we knew
  - Conservative contingencies w/incentive not to use
  - No blank checks

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# Risk of Not Upgrading

1. Oracle Support / Product Obsolescence – Now  
(Limited SRs - No ESUs)
2. Lose direct upgrade path to current release - Soon
3. Browser Compatibility – Now  
(Explorer/Firefox/Safari)
4. 3<sup>rd</sup> Party Compatibility – Soon  
(Vertex / Bar Coding)
5. Server Failure – No warning  
(Approaching end of safe life cycle)

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# Another Option: Downgrading

1. Downsize to a technology foundation that smaller companies like Spray Equipment can afford
2. Simpler and easier to support and maintain
3. Equal or longer longevity
4. More cloud / hosted options available
5. Caveat: Reduced functionality and ability to configure to business

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# Not the same as last time

- ✓ The same processes you use every day
- ✓ Don't give me pretty... Give me REAL.
- ✓ Working with good people you already know
- ✓ Full control of testing and go-live  
(Testing in production is painful)
- ✓ Most work done remotely / Minimal T&E  
(Prior Consultant T&E was over \$100K)
- ✓ Oracle has made major investment in streamlining upgrade process over last 5 years

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# Initial Cost Estimates

<u>Item</u>	<u>Local</u>	<u>Hosted</u>
Hardware	\$ 175	\$ 8
Software Licensing	\$ 41	\$ 41
Software Implementation	\$ 149	\$ 90
Monthly Fee (5 Years)	\$ 0	\$ 359
Disaster Recovery	\$ 50	\$ 129
5% Contingency	<u>\$ 18</u>	<u>\$ 7</u>
Total @ 4/29/2014	\$ 433	\$ 634

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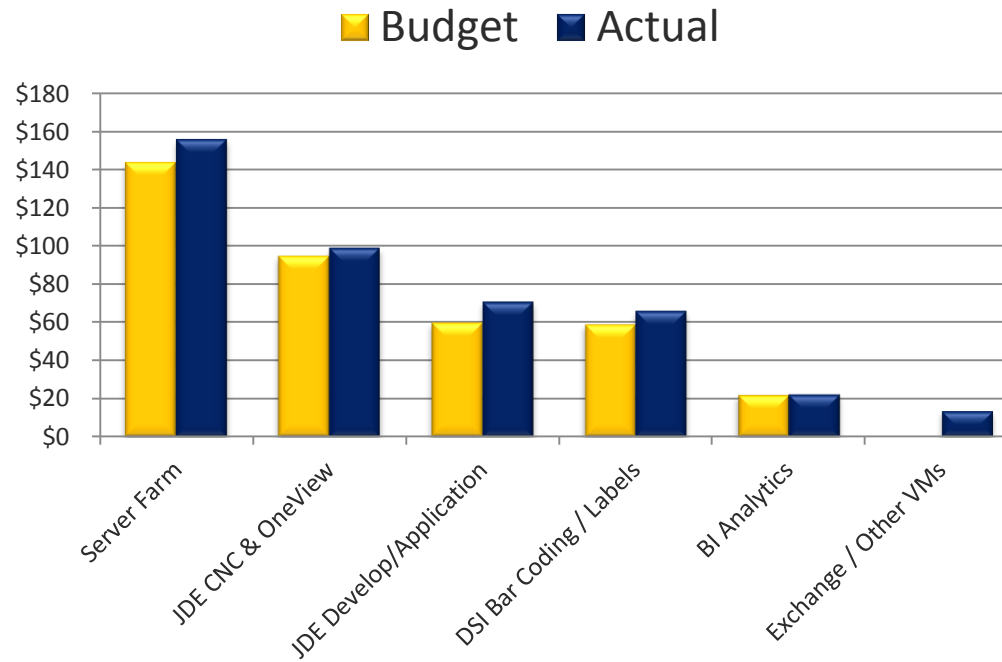


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# Actual Costs



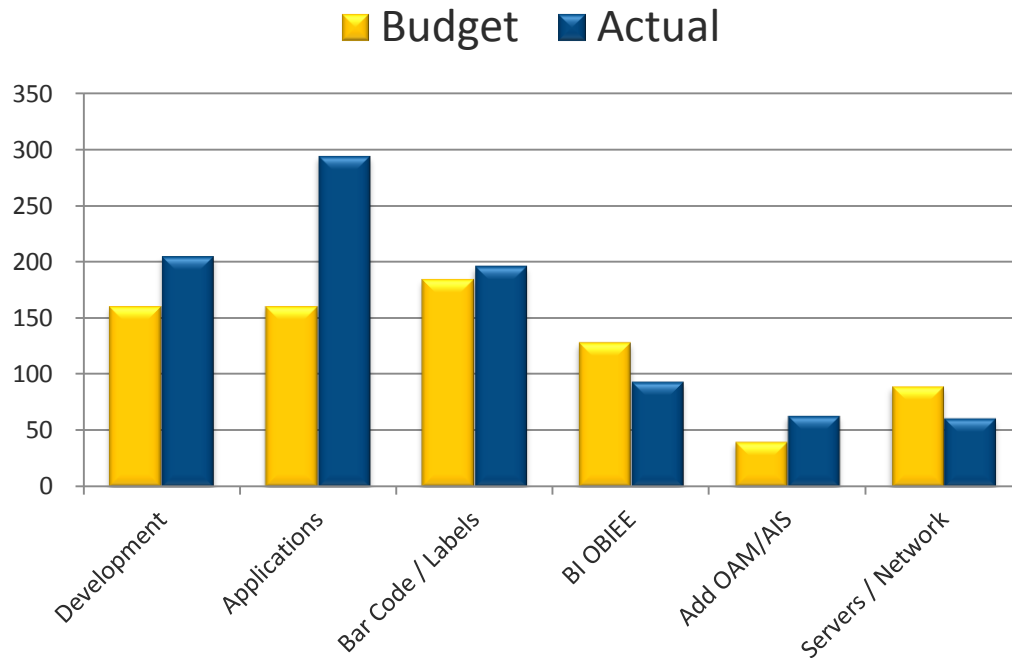
Upgrade Item / Area	Budget	Actual	A B(w) B
Server Farm	\$144	\$156	(\$12)
JDE CNC & OneView	\$95	\$99	(\$4)
JDE Develop/Application	\$60	\$71	(\$11)
DSI Bar Coding / Labels	\$59	\$66	(\$7)
BI Analytics	\$22	\$22	(\$0)
Exchange / Other VMs	\$0	\$14	(\$14)
Upgrade Project Overall	\$380	\$427	(\$47)
		112.4%	-12.4%



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# Actual Hours



Non-Fixed Price Hours	Budget	Actual	A B(w) B
Development	160.00	205.00	(45.00)
Applications	160.00	294.25	(134.25)
Bar Code / Labels	184.00	196.25	(12.25)
BI OBIEE	128.00	93.75	34.25
Add OAM/AIS	40.00	63.25	(23.25)
Servers / Network	89.00	61.00	28.00
Total	761.00	913.50	(152.50)
		120.0%	-20.0%

# Fresh Start Concept

## A. Start with completely new domain

- Physically and virtually a new stand alone system – no old baggage
- End users w/2 PC screens able to log on, view & test 9.1 side by side with the legacy screen at their desk.

## B. Testing performed on flexible schedule

- Super users keep up their day jobs
- Allowed adjustments to overall project for business opportunities

## C. Balanced burden of urgency

- Time for users to get comfortable / see it work
- Develop user desire / demand for new features
- More and smaller transitions – less risky & smoother

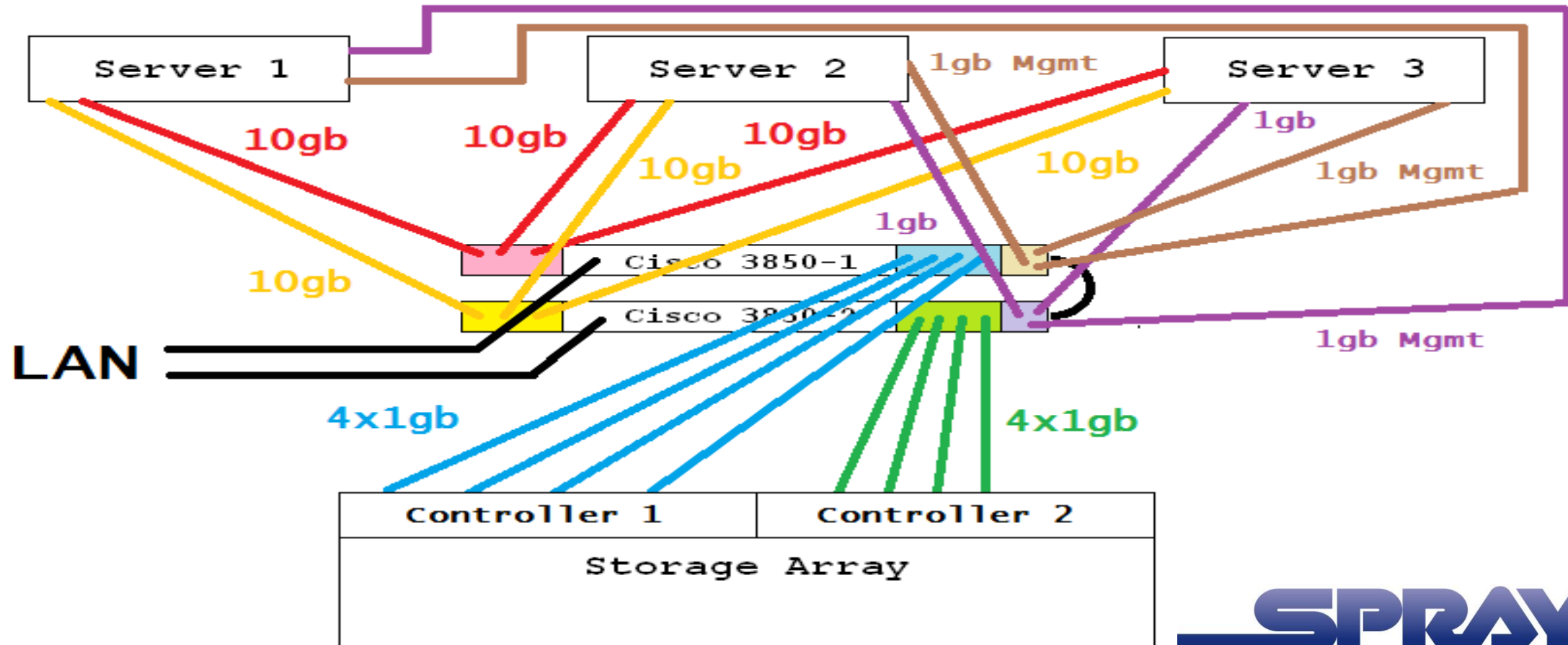
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# System Diagram



# Testing and Go-Live

- Used scenarios – not scripts
  - Procure to pay
  - Order to cash
  - Contract to cash
- Selected seasoned operations people to do their job in test environment and try to break it.
- Postponed go-live 2 months
  - Acquisition a month earlier
  - Discovered an invoicing bug 2 weeks before go-live
- Short lived honeymoon – Crisis hit at 3pm
  - People may use versions differently than you expect

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# Post Go-Live

- Stabilization - Getting back to normal business
- Bugs & SRs
  - Expect to find them. You aren't living if you don't run into one. It's just the way it is with complex technology.
  - Invaluable to have someone good at searching out Oracle Support and even better at writing an SR that gets action. Had a paper fix in 30 days.
- Turnover documentation – Try to do as you go
- Nice to have –Vs- Must have
- Erosion of new governance initiatives
  - Granting more roles / access
  - Standardization of how transactions are processed

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# Things to Consider

- Involve seasoned operations people that know your business processes well and where they can go bad.
- As soon as reasonable, introduce humanity in to the testing process.
- If at all possible, have 3<sup>rd</sup> party programs updated and in the test environment before doing second Mock cutover.
- Keep it simple – Upgrade existing processes and save the “nice to haves” for post go-live.

# Resources

❖ JDE Upgrade documentation:

- [www.learnjde.com](http://www.learnjde.com)
- [https://apexapps.oracle.com/pls/apex/f?p=44785:24:15024723441174::NO::P24\\_CONTENT\\_ID,P24\\_PREV\\_PAGE:10308,1](https://apexapps.oracle.com/pls/apex/f?p=44785:24:15024723441174::NO::P24_CONTENT_ID,P24_PREV_PAGE:10308,1)
- Making searching easier: Doc# 432.1  
[https://support.oracle.com/epmos/faces/DocumentDisplay?\\_afLoop=211910245636304&id=432.1&\\_adf.ctrl-state=12hv5568vi\\_249](https://support.oracle.com/epmos/faces/DocumentDisplay?_afLoop=211910245636304&id=432.1&_adf.ctrl-state=12hv5568vi_249)

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