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.

Delivery

DWS partnered with CSS to manage this upgrade project; utilising its proprietary Dimension Analyze™ service to scope the client’s modified system and Dimension Professional ™ tools throughout the project to plan, manage and deliver the uplift.

Result

The upgrade to 9.1 was delivered ahead of schedule, saving an estimated 195 days on the original project scope.

About the Client

Appvion Inc is a manufacturer of specialty coated products such as thermal, carbonless and security paper. It utilises micro-encapsulation to change the way people interact with all kinds of products; from fabric softeners to building and construction materials.

Headquartered in Appleton, Wisconsin, Appvion has manufacturing operations in Wisconsin, Ohio and Pennsylvania. It employs 1,700 people and is 100 percent employee-owned.

JD Edwards EnterpriseOne Upgrade

Systems Overview

The client’s JD Edwards system was originally implemented in 2002. The system was highly automated and involved multiple third-party interfaces and customised objects to support the virtually ‘touchless’ order fulfilment process.

The system has over 1,600 users and comprises 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.

Smart analytics for your testing team. Do not test what has not changed.
Project Scoping

The client engaged CSS as its systems integrator 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. The client’s IT management team wanted to preserve the key components of the existing enhancements for automation.

“By leveraging the Dimension tool, our implementation partners were able to provide very accurate estimates on the development efforts for the retrofit objects.”

Enterprise Systems Manager, Appvion

DWS was initially chosen to support the discovery phase of the JD Edwards Upgrade Project. Over a period of 6 weeks, we employed our proprietary Dimension Analyze™ service to scope the client’s modified system.

During this process, we discovered a total of 4,849 objects flagged as modified. However, we were able to reduce this number to an optimum list of 3,570 objects.

By highlighting and subsequently excluding 1,279 objects we were able to reduce the raw extract numbers by 26%; saving an estimated 195 development days on the upgrade project.

This was very important for Appvion who wanted to complete the upgrade and go live within a relatively short timeframe.

The DWS Approach

Throughout the project, we used our Dimension Professional™ toolkit to plan, manage and deliver the uplift; something that was essential to the effective delivery of the project.

Dimension enabled us to break down the final 3,750 objects into manageable bundles of work; categorised by stream or sub-stream. Examples included: EDI, Work Orders, Planning and Inventory.

The Dimension Suite allows us to determine precise object dependencies for any modified object, which is essential when bundling and sequencing the workload.

The project manager assigned parent objects to developers that included all the downstream dependent objects.

A core component of the project plan was the ability to deliver finished bundles of work to the client every two weeks.

This was also key in assisting the CNC function, when they had to promote bundles from one environment to the next.

Bundling dependent objects facilitated 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 they were released, thereby ensuring that the testing phase was started as early as possible.

Smart analytics for your testing team. Do not test what has not changed.
Custom Module Upgrades

The client’s bid’s & pricing module was highlighted as a key challenge within the upgrade. As a custom module, it would be affected by the significant changes that Oracle had made to pricing in the higher releases.

Once again, Dimension Analyze™ was used to detail the changes that had been made by Oracle in its later release.

“DWS is very skilled in JDE development work. They are very process driven, efficient and flexible and have delivered on scheduled and on budget.”

Enterprise Systems Manager, Appvion

Subsequently, we worked with CSS to deliver an upgraded solution. One that would deliver all the functionality of the previous Xe solution, but would integrate seamlessly with the new and changed tables within the latest Oracle release.

In addition to the bid and pricing module, Oracle updates would impact on the client’s customised order fulfilment process; including shipment consolidation and order tracking.

A combination of experience, proven methodology and familiarity with 9.1 allowed us to overcome any potential conflicts. During UAT, a few long-running jobs were identified. These were reviewed and changed to improve systems performance.

At one stage, we had 12 developers working on the project; contributing a total of 875 development days to upgrade 3,570 objects ahead of schedule.

Testing & Quality Management

An intense period of conversion, functional and interface testing followed the development work; 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. Weekly triage meetings were scheduled to deal with any issues arising from the testing phase. As we got closer to UAT and go-live, these sessions became more frequent.

The Dimension suite was used track issue identification and solution throughout testing. Our defect turnaround time was very quick and the low number of issues identified helped keep the uplift on track.

The entire uplift was delivered remotely, with just one site visit at the outset. This helped to reduce overall costs and complexity.
“DWS have done a very good job delivering the technical work and I can highly recommend them for JDE upgrade development and technical work without any hesitation.”

Enterprise Systems Manager, Appvion

About DWS Testing & Quality Management

Since 1998, DWS has been providing software development and technical support to companies who want to customize or extend JD Edwards EnterpriseOne. Our award-winning Dimension Analyze™ service has now assisted more than 150 customers in Europe, Australasia and North America with their JDE 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:
UK: +44 (0) 1494 896 600     US: +1 888 769 3248     ANZ: +64 (0) 9427 9956
sales@dws-global.com     www.dws-global.com