

# JD Edwards EnterpriseOne Upgrade Services A DWS Client Success Story



## Client

Brasfield & Gorrie (B&G) is one of the largest privately held construction companies in the United States, generating annual revenues of more than US\$3.3 billion. Headquartered in Birmingham, Alabama, B&G has over 3,000 employees in offices and projects across the USA.



## The Challenge

A long-term user of JD Edwards EnterpriseOne JDE E1, Brasfield & Gorrie was looking to implement a code-current strategy, to meet some specific compliance objectives, and to take advantage of the latest features and functionality in release 9.2.

To predictably and cost effectively remain code-current they knew then needed to reduce their modified footprint and improve the testing that they we doing during all of their projects.



## Delivery

B&G used DWS' Dimension Analyze™ and Dimension Professional™ services to upgrade their applications to 9.2. They then committed to 3-year code-current program, underpinned by Dimension Tempo™, and supported by a commitment to test smarter using Dimension Focus™ and Dimension SwiftTest™.

## Background

Brasfield & Gorrie has an established history of investment in JDE E1. Licensed for 3,500 users, it typically has 1,000 concurrent users accessing the system at any time.

As the software evolved, B&G kept pace with the latest innovations; upgrading to 9.1 in 2013 to take advantage of improvements in process automation and mobility. It is during this upgrade that they started working with DWS.

In March 2016, B&G decided to adopt a code-current strategy with the support and assistance of DWS – they upgraded the applications to 9.2, allowed things to stabilize, and then upgraded the tools and started their first code-current change event project in 2018.



## Result

The Analyze audit, ahead of the 9.2 upgrade, facilitated a reduction in the modified footprint of 42%; saving 58 days of development time the technical retrofit was delivered on time with zero defects, positioning B&G for a code-current future.

## Getting Current

In a move designed to eliminate the need for major projects in the future, Brasfield & Gorrie had made the strategic decision to upgrade to the latest version of JDE E1 and work towards developing and implementing a code-current strategy for the future.

The move to 9.2 not only enabled B&G to meet some emerging compliance objectives but also to take advantage of new functionality delivered with the latest tools and applications, in particular UI improvements, the Orchestrator, and the ability to move content out of central objects and into the database which makes maintenance and management easier.

## The Upgrade Project

B&G had engaged DWS to provide audit and analysis support for the upgrade to 9.1 in 2013. Using Dimension Analyze, B&G was able to reduce its modified footprint from 1,091 to 671 objects – a reduction of 38%.

In 2016, as preparation for the upgrade to 9.2, Dimension Analyze was again used to audit the current implementation. In the intervening years, the modified footprint had grown to 1,051. Following the Dimension Analyze audit, B&G was able to bring this down to 608, a 42% reduction on the raw extract objects that lead to a saving of 58 days of upgrade effort.

Following the Dimension Analyze audit, DWS delivered CNC and Dimension Professional retrofit development services in support of the upgrade.

Blake Hudson, IT Project Manager for Brasfield & Gorrie explains the difference between the two upgrade projects. “One of the major differences between the two projects was the level of engagement with DWS. For the 9.2 project, we depended on DWS not only for their retrofit activity but for their CNC expertise too”.

“For the 9.2 upgrade, we were looking to reduce our level of customization. The latest E1 release included objects as standard that were a lot closer to what the business needed.”

**DWS Upgrade Services** use a range of DWS' proprietary software and services, designed to help customers negotiate these technical retrofit challenges.

**Dimension Analyze™** is a software-led service that audits your JD Edwards EnterpriseOne system, identifies what custom code is no longer required and estimates accurately the effort involved in upgrading to the new release.

*Our Dimension Analyze service saved one customer in excess of \$1 million in retrofit developer effort.*

**Dimension Professional™** is a suite of tools that allows DWS to fully manage and fix the price and timescale of the modifications uplift component of an EnterpriseOne upgrade, using the best upgrade approach.

*Dimension Professional leverages the results produced from the Dimension Analyze Service and enables DWS to deliver the lowest defect levels in the industry.*

The 9.2 upgrade was part of a wider digital transformation project for B&G that included an infrastructure refresh. We asked Blake about his experience of working with the DWS CNC team:

“It's always been great working with DWS. The retrofit work was always accurate, and they respond to requests really quickly. It was no different with the CNC team.”

**“Partnering with DWS made all the difference in terms of the smoothness and speed of transition to EnterpriseOne 9.2.”**

## Code-Current

Having made the move to 9.2, after a period of stabilization for both the business and IT, B&G implemented a code-current strategy. For B&G this involved signing-up with DWS for its Dimension Tempo™ service, the DWS testing products, and ad-hoc DWS development and technical support services .

The first code-current change event took place in April 2018. In total, DWS upgraded 53 objects with zero defects.

As part of its code-current strategy, B&G also started using DWS' testing products, Dimension Focus™ and Dimension SwiftTest™. These products have helped B&G test smarter and run more smaller, faster, smarter projects in support of an enterprise wide strategy of continuous adoption.

"We introduced SwiftTest as a part of our code-current strategy", explains Blake. "Going forward, test automation will play a major role in minimizing the impact of future change event projects. The payroll team have already done a lot of work creating a portfolio of scripts."

## The Future

Brasfield & Gorrie are committed to JDE E1 and have planned for an annual code-current event; using Dimension Tempo to deliver projects with a fixed timescale and budget.

Innovation is at the heart of the B&G ethos. Staying code-current enables the business to make the most of the very latest features and functionality of an evolving JDE E1 product.

With this strategy of continuous adoption in mind, B&G have also made significant strides towards eliminating modifications and custom objects wherever possible, to make future change event projects more straightforward.

**"We want to get to a point where we are able to do upgrades in a different way. Sprints, not marathons."**

DWS Tempo™ leverages the power of our unique Dimension™ services to enable us to offer customers code-current support contracts, with a fixed price & timescale code-current events.



**“The CNC work was very well done. The DWS specialist was excellent; very experienced and knowledgeable. We’d had installation issues with a previous consultant but that wasn’t the case with DWS; everything went smoothly.”**

IT Project Manager, Brasfield & Gorrie



## 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.

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