

JD Edwards EnterpriseOne Digital Integration Program

A DWS Client Success Story



Client

Mizuno is a Japanese sports equipment and sportswear company, founded in Osaka in 1906 by Rihachi Mizuno. Today, Mizuno is a global corporation which makes a wide variety of sports equipment and sportswear.

Mizuno EMEA sells across 56 countries; operating out of 6 country offices and 4 warehouses.



The Challenge

With a major JDE E1 release upgrade on the horizon, Mizuno was looking to broaden the scope of the project from a simple upgrade to an EMEA-wide Digital Transformation Project. In addition to integrating systems across the region, and improving the supply chain, Mizuno had set an objective of double-digit revenue growth.



Delivery

Having chosen JDE as its ERP system of choice, and the need to integrate this with 14 third party digital platforms, Mizuno required a professional and experienced development team to help deliver the project on time and in budget.



Result

The DWS development team took the requirements and turned them into detailed specifications and confident estimates. DWS worked with Mizuno throughout development and testing, and provided post-implementation support.

Background

Mizuno US had been historic users of JD Edwards EnterpriseOne and when it came time for the EMEA region to upgrade their ERP system, it was decided to roll out E1 globally as it would provide the customization Mizuno needed.

Each country had its own accounting system, shared operating system and no like-for-like data harmonization, so management reporting was very difficult. The solution was to bring everything under one application throughout Europe.

Azad Brepotra, Senior Manager Business Transformation & Programme Management Mizuno EMEA, joined the team and, as a self-confessed Digital Disruptor, recognized that rather than just an ERP upgrade, what was required was an integrated Digital Strategy, fully aligned to the business' objectives. Without this integration, it would be impossible to keep up with competitors and move from being reactive to proactive organization.

With such a business-critical project, one that would affect the entire organization, it was important that this was delivered successfully, on time and on budget. "We deliver a high quality physical product and our internal and external customer services need to reflect the same high standard" commented Azad.

The Challenge

Mizuno had a range of new and existing business systems that needed to integrate with EnterpriseOne. Because of this, a full Digital Integration Strategy and Program became integral to growth plans.

Operating a lean business model (approx 250 employees in the whole of Europe) there was not enough in-house resource for the project. Timescales were ambitious so Mizuno had to explore what options were open to them.

Mizuno had set dual objectives of double-digit revenue growth and performance improvements throughout the supply and demand chain. To achieve this, Mizuno EMEA needed to revolutionize its digital platform; which included ERP, Planning/Forecasting, EDI, E-commerce (B2B and B2C) and introduced a new BI web platform. All of which needed to be achieved without additional resource within the internal IT development team.

“The project is ambitious, with high-stakes and sets the foundation for the next generation.”

Azad Brepotra, Senior Manager Business Transformation & Programme Management

Why outsource?

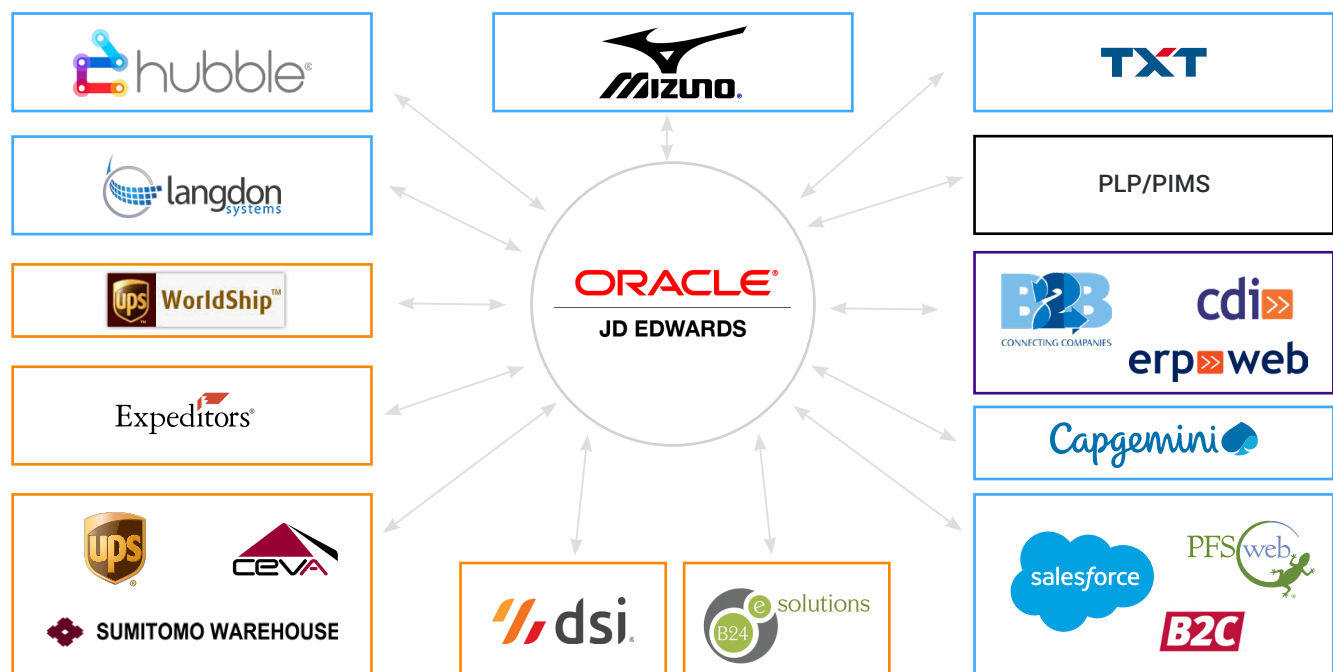
Azad has been using JDE for 20 years “I went out to a couple of integrators and compared it to doing things in-house and bolstering in-house skills with external developers. But in the end we felt the only effective option was to outsource.

It’s a small community and I’d heard of DWS from a number of sources. After due diligence, we decided to go with DWS as they are development specialists and are not distracted by anything else. And though we worked with a small group of DWS consultants we had access to the expertise of the whole DWS team, so we achieved much better value than from a single in-house development consultant.”

“When it came to choosing a development partner, there was only one name on the list - DWS.”

Azad Brepotra, Senior Manager Business Transformation & Programme Management

Scope of the Digital Transformation Project



Solution

DWS supplied a dedicated project manager to provide and manage:

- Custom development to facilitate JDE integration
- New interfaces (including the introduction of Business Services)
- Custom reporting and analytics
- Automation of processes

The initial phase was a roll-out to the Nordic markets, with the rest of Europe to follow in 2019. The new services that will be available are self-service to retailers, real time inventory and orders straight into EnterpriseOne of over 2 million SKUs, making Mizuno open to retailers 24/7. Mizuno will now be able to see all country stock, from various geographical warehouses, in a single view.

Business Services

Mizuno were initially reluctant to use Business Services as this was not something they had previous experience of. However after DWS presented the benefits with specific examples, along with demonstrating their expertise in this area, Mizuno had the confidence to trial Business Services.

Initial results are very promising and Business Services dashboard development will be an important feature going forward to ensure systems can be monitored and maintained by users.

Business Services are Java business functions used to either expose or consume web services to enable interoperability between JDE E1 and other applications or systems.

Benefits of using DWS

- Minimal disruption to Business As Usual
- Development specialists
- Challenge customer thinking
- No drain on internal resources
- Very low number of defects and therefore high quality of work delivered
- Access to breadth of expertise of full DWS team

But as Azad points out, as a customer-centric organization, Mizuno know "it's not just about the tech, it's also about the people". Mark Brown, JDE Consultant working on the project, agrees "DWS are in sync with the customer – it doesn't feel like you are a third party, it feels like you're a part of the team"

Why DWS

"Mizuno's values are quality, collaboration, teamwork and flexibility and we needed a partner that could reflect those same values" highlighted Azad, "We have to be able to trust a partner and know that they will deliver what they say they will deliver. We also needed a partner that could adapt and work across Europe."

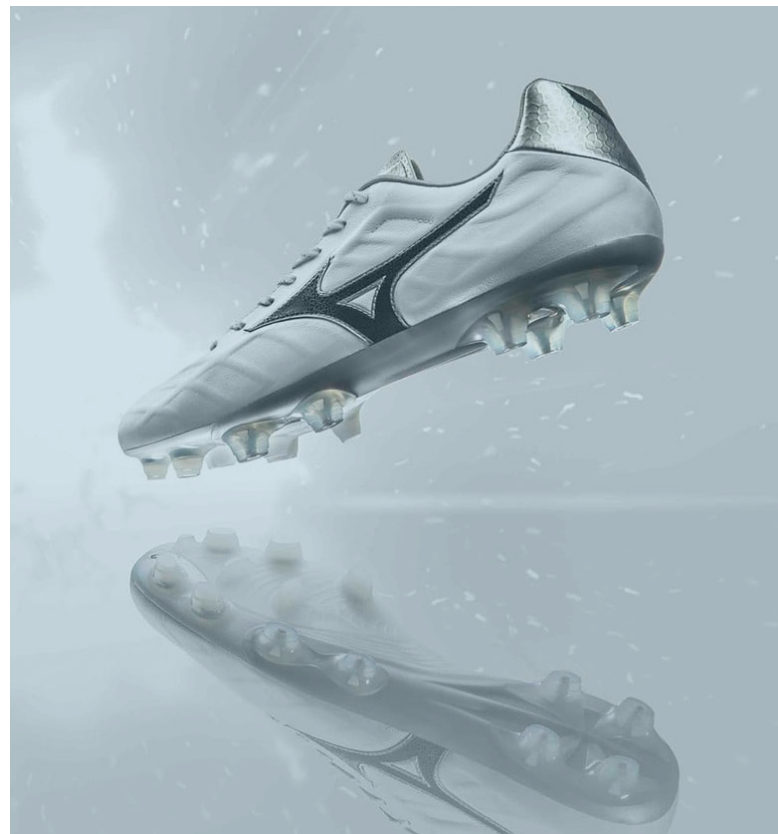
"DWS always demonstrate a clear understanding of Mizuno requirements and reply quickly. They are well-organized, disciplined, responsive and consistently over-deliver." adds Mark Brown.

"DWS have risen to the challenge every time."

Mark Brown, JDE Consultant

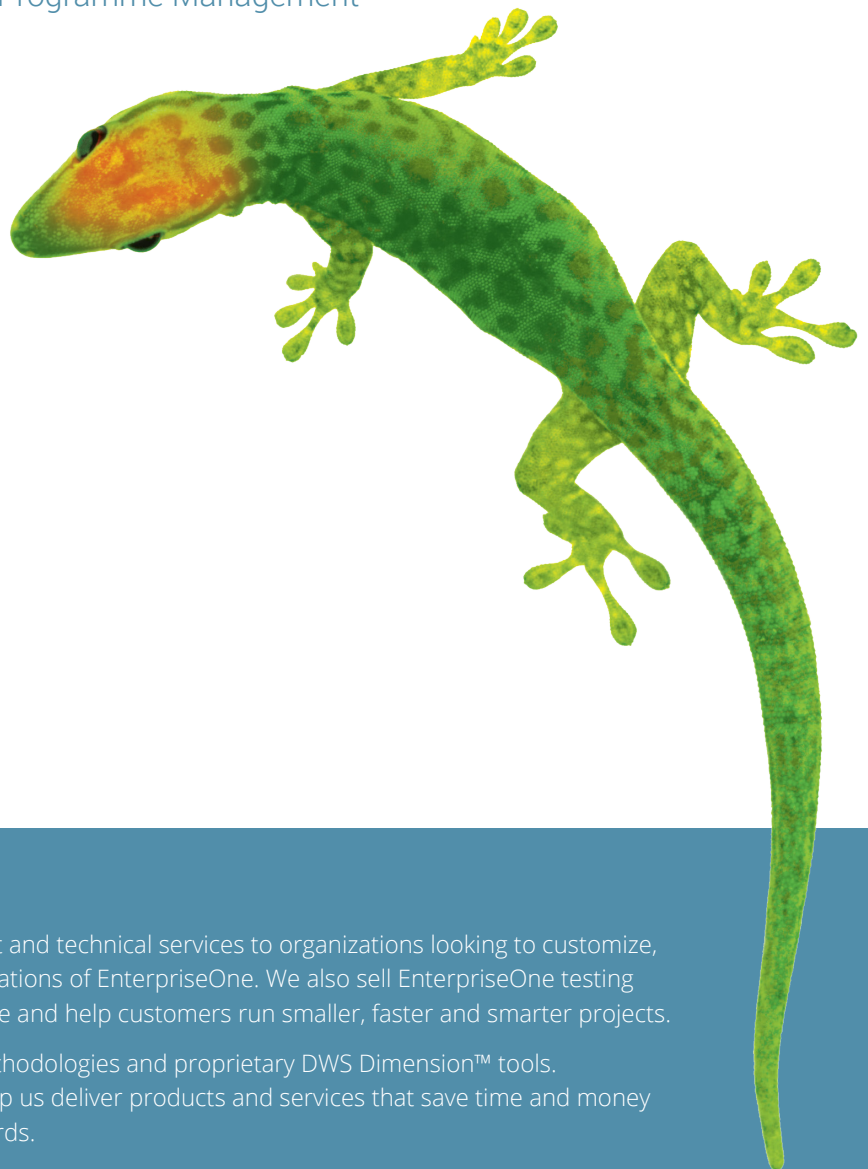
"If it wasn't for DWS I wouldn't be able to deliver, or support, this complex change management program."

Azad Brepotra, Senior Manager Business Transformation & Programme Management



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Azad Brepotra, Senior Manager Business Transformation &
Programme Management



About DWS

Since 1998, we have been providing development and technical services to organizations looking to customize, integrate, extend, upgrade or support implementations of EnterpriseOne. We also sell EnterpriseOne testing products that leverage our deep domain expertise and help customers run smaller, faster and smarter projects.

DWS serves a global client base using proven methodologies and proprietary DWS Dimension™ tools. Our best-practice approach and eye for detail help us deliver products and services that save time and money and continually drive down your TCO for JD Edwards.

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