Client
Treatt plc is a global, independent manufacturer and supplier of ingredients to the flavor, fragrance and consumer goods industries. Established in 1886, Treatt employs over 370 people across four sites, located in the US, UK, China and Kenya.

Challenge
Partly driven by a planned move to a new corporate headquarters, and as part of a broader digital transformation program, Treatt was looking to upgrade to the latest release (9.2) of JD Edwards EnterpriseOne (JDE E1). Previous experience of major upgrades suggested the small in-house team would need external support to ensure tight timelines and QA objectives were met.

Delivery
DWS were initially asked to deliver a detailed upgrade audit and analysis, enabling Treatt to more accurately scope the upgrade project. Subsequently Treatt engaged DWS to provide technical retrofit services.

Result
Utilizing Dimension Analyze™, Treatt was able to save more than 31 days of development over the project lifecycle. The subsequent technical retrofit was delivered with an ultra-low 0.5% defect rate.

Background
Treatt plc had been a JD Edwards EnterpriseOne customer since it first installed XE in 2004. JDE is used throughout the business, with 100 concurrent users, and supported internally by a small, but growing, IT team. Historically, upgrades had been carried out infrequently. In fact, Treatt had waited ten years before upgrading to 9.1 in 2015. However, Treatt was determined to move to the latest release before relocating to the new offices. Treatt maintains a relatively clean version of JDE E1, with few copies of standard objects or modified objects. However, there were a number of pure custom objects in use. Lessons had been learned from the previous upgrade, which led Treatt to seek additional, external support for the technical uplift components of the project.
Upgrade Planning

“Treatt began looking at the 9.2 upgrade towards the end of 2016. As we maintain an on-premises implementation, the initial plan was to follow a similar methodology to the 9.1 upgrade project a few years earlier” explains Mark Rowland, Head of IT Development for Treatt plc.

A new environment was to be built within the on-site data centre, featuring new servers and an updated Windows platform. However, a company-wide transformation project led to structural changes within the IT department. Mark recognized that Treatt wouldn't have the internal resource to deliver the upgrade project and set about sourcing external support.

Why DWS?

When it came time to choose a development partner, Treatt sought referrals from within the JDE community. DWS was one of two partners shortlisted. Here, Mark Rowland explains the decision-making process:

“The thing that stood out from the start was just how professional DWS were. They took the time to interrogate our current system and demonstrated an understanding of our needs from the outset. They worked with us to establish a list of priorities and provided a detailed proposal that encompassed the entire project lifecycle”.

“They provided some great tools that made the analysis of our footprint more accurate, helping us to understand exactly what needed upgrading and what didn’t. There was a big difference in terms of the proposed engagement model and the quality of the initial proposal”.

Having chosen to work with DWS, Treatt also took the decision to pay for a detailed analysis of their JDE E1 instance before beginning any development work.

“The thing that stood out from the start was just how professional DWS were.”

Mark Rowland, Head of IT Development, Treatt plc

Audit & Analysis

A unique part of the DWS value proposition is our proprietary DWS Dimension Analyze™ service. This enables customers to audit and estimate their EnterpriseOne upgrades to an unparalleled level of accuracy. First introduced in 2007, Analyze has been used by more than 150 customers Worldwide. Today, it is the leading Audit & Scoping service in the JD Edwards market place.

“The decision to pay for the DWS Dimension Analyze service was an important one” Mark says. “It provided a detailed breakdown of every single object included in the upgrade and the estimate of development time it produced was very accurate. It was well worth the initial investment”.

When Treatt received the initial analysis, they were able to identify a significant number of objects that would not require upgrading, saving an estimated 31 days in development time. They went on to review how many of the changes would be to standard objects, versus modified or pure custom.

Discussing the value this brought to the project, Mark explains; “it not just a case of the number of man hours we saved. With it’s limited internal bandwidth, these 31 days would have been spread over several months. In reality, this has shortened the project timeline by months rather than weeks”.

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Upgrade Services

Treatt had initially considered splitting the upgrade development work between a number of third party suppliers. However, having utilized the DWS Dimension Analyze™ service, Treatt decided to work exclusively with DWS, to save time and deliver a consistent quality of service.

Treatt contracted DWS to run a Dimension Professional™ technical retrofitting project. These projects are delivered for a fixed price, within a fixed time frame, and with near zero defects.

The upgrade work was agreed in terms of priority and the development began in earnest. DWS provided a dedicated project manager; overseeing quality assurance and providing detailed status reporting throughout.

“The estimate produced by the Analyze process proved to be spot on” says Mark. “Communication throughout the project was excellent and everything was delivered on time and on budget”.

DWS prides itself on adding value wherever possible. During the development project we reviewed and tested all the code thoroughly; we were even able to identify some areas where the code could be improved.

“The information provided on orphaned objects was very useful” says Mark. “As was the analysis of version overrides. We’re convinced this level of detail was not something we would have received from anyone else”.

Treatt uses Transform, an application that takes the PDF JDE Treatt creates and uses object IDs to generate reports and invoices etc. During an upgrade, these object IDs might change, resulting in potential wholesale changes.

DWS recommended keeping the custom objects, if unchanged, and simply raising them to the 9.2 level. This avoided the need for manual Transform updates.

“The saving per UBE would be around four days” Mark explains. “With ten UBEs in place, this has generated a saving of around 40 development days”.

“What Next?”

The development work carried out by DWS means that when new ESUs arrive, there will be minimal changes; something that can easily be managed by the Treatt team internally.

The upgrade to JDE EnterpriseOne 9.2 also provides Treatt with a strong foundation for the adoption of a code-current strategy; signalling a move to smaller, faster, more frequent change events.
“It’s not just a case of the number of man hours we saved. With limited internal bandwidth, these 31 days would have been spread over several months. In reality, this has shortened the project timeline by months rather than weeks”.

Mark Rowland, Head of IT Development, Treatt plc”

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:

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