

# JD Edwards EnterpriseOne Upgrade and Test Automation

## A DWS Client Success Story



### Client

Established in 1956, Printpack is one of the world's largest packaging companies. Specializing in the food, beverage, pharmaceutical, and agricultural industries; Printpack employs over 3,200 people across 19 manufacturing plants in the US, Mexico and China.



### Challenge

With JDE E1 implemented across all 19 manufacturing plants, Printpack had accumulated over 8,000 modified objects. Upgrading to 9.2 as part of a Digital Transformation project, Printpack was looking to reduce this modified footprint and realize time and resource savings on the technical retrofit elements of the upgrade.



### Delivery

DWS leveraged insight from Dimension Analyze™ to clearly identify which modified objects would require retrofitting. This insight was used to identify the best upgrade approach and enabled DWS to deliver a Dimension Professional™ project at a fixed price and timeline for the upgrade.



### Result

Dimension Analyze identified over 3,000 modified objects that did not require retrofitting, reducing Printpack's modified footprint by 42% and saving over 419 days of development effort.

DWS utilized its Dimension Professional™ toolkit to complete all development work on budget and 2 weeks ahead of schedule, with zero defects reported.

### Background

Printpack has been using JD Edwards since 2007, with EnterpriseOne (E1) initially supporting manufacturing operations, human resources and payroll. By 2012, the JDE General Ledger was established as their system of record.

Printpack upgraded from E1 release 8.11 to 9.1 in 2013. Following the upgrade, E1 was implemented across the entire manufacturing estate; providing support to over 3,600 users.

Over time, Printpack had developed a large number of modified objects. When it began considering an upgrade to 9.2 in 2017, this footprint comprised more than 8,000 modified objects.

## The Upgrade Project

As part of an enterprise-wide digital transformation project, Printpack was seeking to become more agile as a business. This involved both a cloud migration strategy and greater use of mobility within the organization.

To make the most of this infrastructure refresh, Printpack planned to implement a get current, stay current approach to JDE E1. This began in 2017 with a plan to upgrade to 9.2.

## Planning

This upgrade, given Printpack's previous upgrade experience, was understood to be a major project. Recognizing that it required external support to carry out the upgrade, Printpack turned to DWS.

Having collaborated with DWS when upgrading from 8.11 to 9.1, Printpack had first-hand experience of the accuracy of the Dimension Analyze™ service and were keen to leverage its insight into the type, severity of impact and time required for retrofitting of its modified objects.

Dimension Analyze is a software-led service that audits an implementation of JDE E1, identifies what customer code is no longer required and provides an accurate budget and timescale for the effort required to upgrade to the new release.

The initial audit showed more than 8,000 custom objects requiring technical retrofitting. DWS were able to help Printpack reduce this figure by more than 40%, **saving 419 development days** over the lifetime of the project.

**“We had such a great experience with DWS and the Dimension Analyze tool. By reducing our modified footprint, we saved over 400 days of development effort”**

Christel Craig, Manager, Business Systems

Reducing the modified footprint by this much not only saved time and effort on the upgrade project but put Printpack in a better position to adopt a code-current strategy going forward.

## Execution

The outputs from Dimension Analyze were used to build the retrofit development tracks and to allocate the workloads to developers in the DWS and Printpack teams. The level of detail provided by Dimension Analyze enabled DWS to offer a fixed price and timescale for the agreed scope of works.

In total, DWS upgraded 717 large objects. By leveraging the Dimension Professional™ suite of tools, and adopting the best upgrade approach, DWS delivered a flawless, zero-defect project, 2 weeks ahead of schedule.

## Code-Current Policy

The upgrade to JDE E1 9.2 has afforded Printpack the opportunity to implement a code-current strategy; embracing the principles of continuous adoption and innovation.

Christel Craig, Business Systems Manager for Printpack explains: “Large upgrade projects are expensive, require a lot of resource and have a disruptive impact on the business.

“Code-current as a strategy allows us to benefit from the latest features and enhancements from Oracle, which in turn drive greater efficiencies across the business.”

In addition, a code-current strategy provides greater agility within the business; making it more responsive to change. An agreed schedule for change event projects means a shorter, more manageable implementation cycle. It also helps reduce business disruption, makes maintenance more predictable and can lower the total cost of ownership of JDE E1.



## Smarter Testing

Testing plays an important role in any JDE E1 project, as it can account for more than half of the overall project resource. This is as true for smaller code-current events as it is for a major upgrade.

Without a dedicated QA team, the business analysts and project leads were responsible for testing. To reduce the workload on these key employees, and to drive further process efficiencies, Printpack chose to implement DWS Dimension SwifTest™ - the test automation solution designed specifically for JDE E1.

## Why SwifTest?

"We needed a testing tool that was easy to use" explains Christel. "We wanted to be productive, quickly, and without the need for a prolonged training period.

"SwifTest was the ideal solution for us. Creating discrete scripts was easy and we could string individual tests together to assess end-to-end workflows.

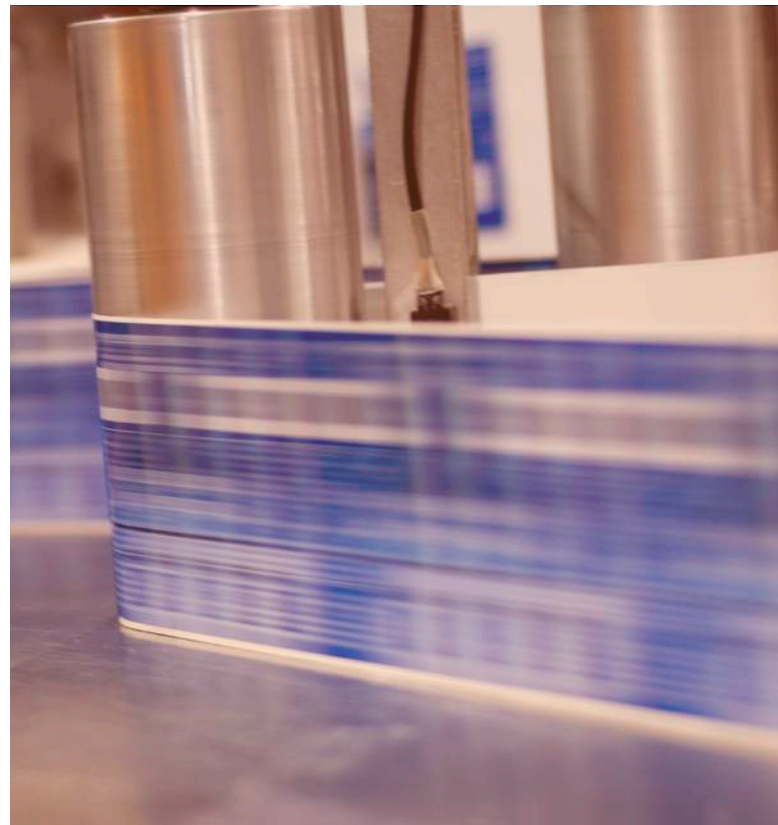
We started out small, with a core list of 10-15 discrete tests per functional area, the next step will be to make process area scripts where multiple functional areas are involved. The repeat feature was particularly useful, as it allowed us to make small input changes and re-run the test without having to start over from scratch".

**"SwifTest has had a major impact on testing for Printpack. I'd conservatively estimate we've saved 25% on the time taken to carry out repetitive functional tests".**

## The Future

Printpack is on a continuous adoption and innovation journey. Having moved to 9.2 it is seeking to adopt a code-current strategy.

By embracing the latest JDE E1 innovations and test automation, Printpack is adding agility to its critical business systems and is able to run smaller, faster, smarter projects.



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Christel Craig, Manager, Business Systems



## 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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