

JD Edwards 8.12 Upgrade and Business Process Improvement

Highlights

- To meet the growing challenges of technology and our client's own customer base, it was time to move to a new enterprise management system and incorporate new business processes.
- The Web needs of remote sites and other specific business needs of this client proved to be technically challenging.
- UST Global applied a set of best practices that included detailed discovery through ongoing user meetings, meticulous documentation, and granular tracking to ensure on-budget, on-time delivery.
- The upgrade and business process improvements overcame the problems the client was experiencing with their outdated enterprise system, and met all of the identified performance needs for the business.

Customer Profile

Our client is the leading manufacturer in a specialized industry, attaining their global status with innovation that helps their customers succeed in retail markets.

Business Issues

- When the client's Hong Kong facility outgrew their legacy ERP system, the company evaluated the ongoing needs of its entire enterprise.
- The client chose to move to JD Edwards EnterpriseOne 8.12 to get into a web-based system without a negative impact on their performance.
- The project scope included an evaluation of business processes to identify areas of needed improvement. The initial mandate was to implement the new system in Hong Kong to test suitability.

UST Approach

- UST Global set up meetings with client users to understand and document their business processes and discover the changes needed to meet their enterprise requirements.
- During continuous interactions with client users, the functionality was determined to be highly complicated and challenging.
- Based on these discussions, UST Global developed business requirements, high-level/low-level designs, and the best approaches to coding and testing.
- All facets the work were carefully documented, including videotapes of the project test scenarios, to provide better understanding for future reference.
- The team meticulously tracked every phase of the fixed-bid project at a granular level, ensuring that each phase was delivered on time

Benefits/Results

- Our client now has a successful enterprise system upgrade that meets their Web-based needs and provides all ten of the business process enhancements identified during the discovery process.
- Our client has permanent access to a repository of all documentation developed throughout the project.