



# JD Edwards 9.2 Upgrade A DWS Client Success Story



## Client

Our client is a Life Sciences company that manufactures and sells its products around the globe. They have offices in more than 40 countries and employ over 10,000 people.



## The Challenge

Operating in a highly regulated industry, our client was motivated to upgrade to JD Edwards EnterpriseOne (JDE E1) both to meet evolving compliance obligations and to take advantage of the latest features and functionality available.



## Delivery

Dimension Analyze™ was used to understand the code changes made to JDE E1. Working in partnership with a systems integrator, DWS was then contracted to carry out a Dimension Professional™ technical retrofit project as part of the wider upgrade. Dimension SwiftTest™ was introduced to automate testing during the upgrade, and in anticipation of future change event projects.



## Result

Using Dimension Analyze, our client reduced its modified footprint from 16,000 to 4,800 modified objects; a 70% reduction that would save hundreds of days of retrofit effort. The retrofitting project was delivered on time with near-zero defects.

The introduction of Dimension SwiftTest improved both the approach to, and quality of, functional testing. It also facilitated the production of mandated documentation.

## Background

The business had demonstrated a long-term commitment to JDE E1. Having initially installed the software at the beginning of the 2000s, it had undergone several major upgrade projects over the ensuing 15 years.

Coming under pressure to justify continued investment in the platform, it was important for the business to get code-current and leverage the latest functionality available via Orchestrator.

An evolving regulatory landscape also required the company introduce a specific reporting tool to meet its compliance obligations.

**“Dimension Analyze has been a game changer for us. It enabled us to identify, and exclude, over 11,000 objects. I can confidently say it helped us reduce the overall upgrade effort by over 50%”**

## Upgrade to 9.2

Our client was committed to staying “in support” so an upgrade was inevitable. Rather than waiting until the last minute, the project was scheduled to take place well before extended support lapsed on its current release.

As part of a wider digital transformation initiative, our client was looking to upgrade JDE E1 to release 9.2. The upgrade was the first step in rolling the software out across several subsidiary businesses. It would allow the company to make the most of the new features and functionality being introduced by Oracle JD Edwards, with a particular interest in Orchestrator.

In the past, the company had allowed its systems to become heavily modified. As a result, it had struggled to stay up to date with the latest ESU releases. In part, because of the subsequent burden of testing. As such, it was focussed on significantly reducing its modified footprint and moving towards a more standardized system.

## Reduced Modified Footprint

Starting from a heavily modified footprint, containing over 16,000 modified objects, the Dimension Analyze audit enabled the project team to identify and exclude over 11,000 objects. Post-audit, the optimum list was down to just 4,800 modified objects, a reduction of 70%.

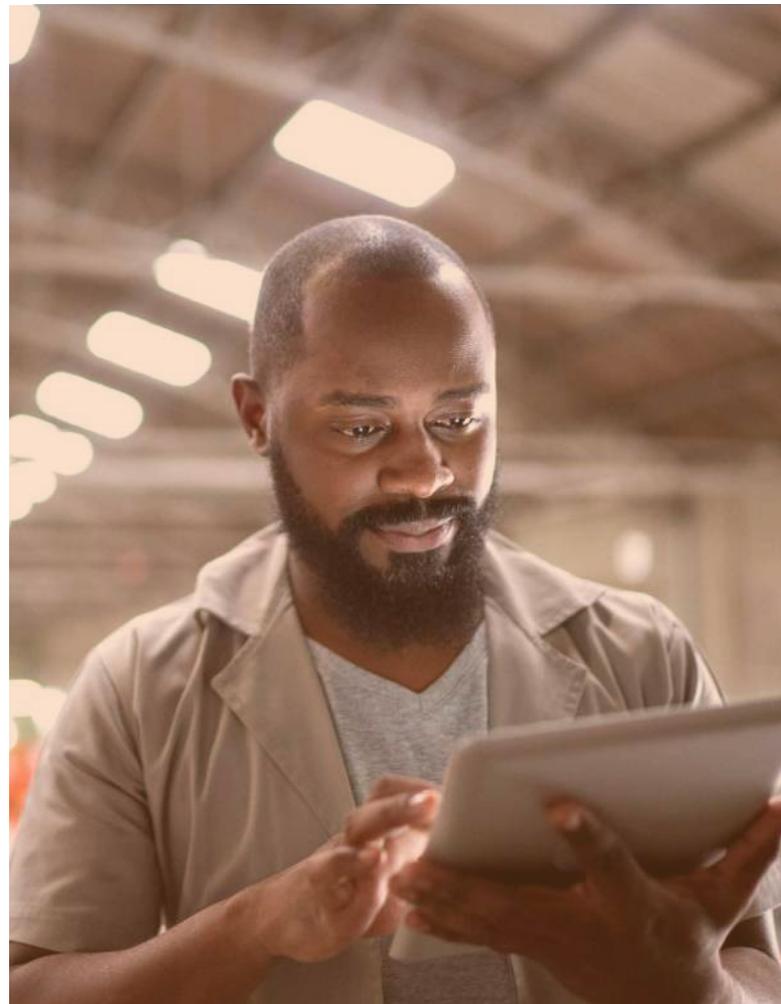
## Test Automation

The project team was keen to use Dimension SwifTest™ to automate its functional testing, both as a part of the overall upgrade project and to support smaller updates as part of a future code-current strategy.

With compliance remaining a key priority, DWS developed and implemented a governance model that ensured the automation of JDE E1 testing met the client’s requirements in this area.

The testing and documentation throughout the 9.2 upgrade were completed in good time and contributed to the overall success of the project.

**“We’d used other test automation tools in the past and it hadn’t been a great experience. SwifTest is particularly good for regression testing and the governance element allows us to validate our results.”**



## Why DWS?

Although our client had been working closely with a lead systems integration partner on the upgrade, members of the project team had become aware of Dimension Analyze and were keen to use it.

Knowing that the business was also keen to introduce test automation, the systems integrator outsourced both the audit and test automation to DWS.

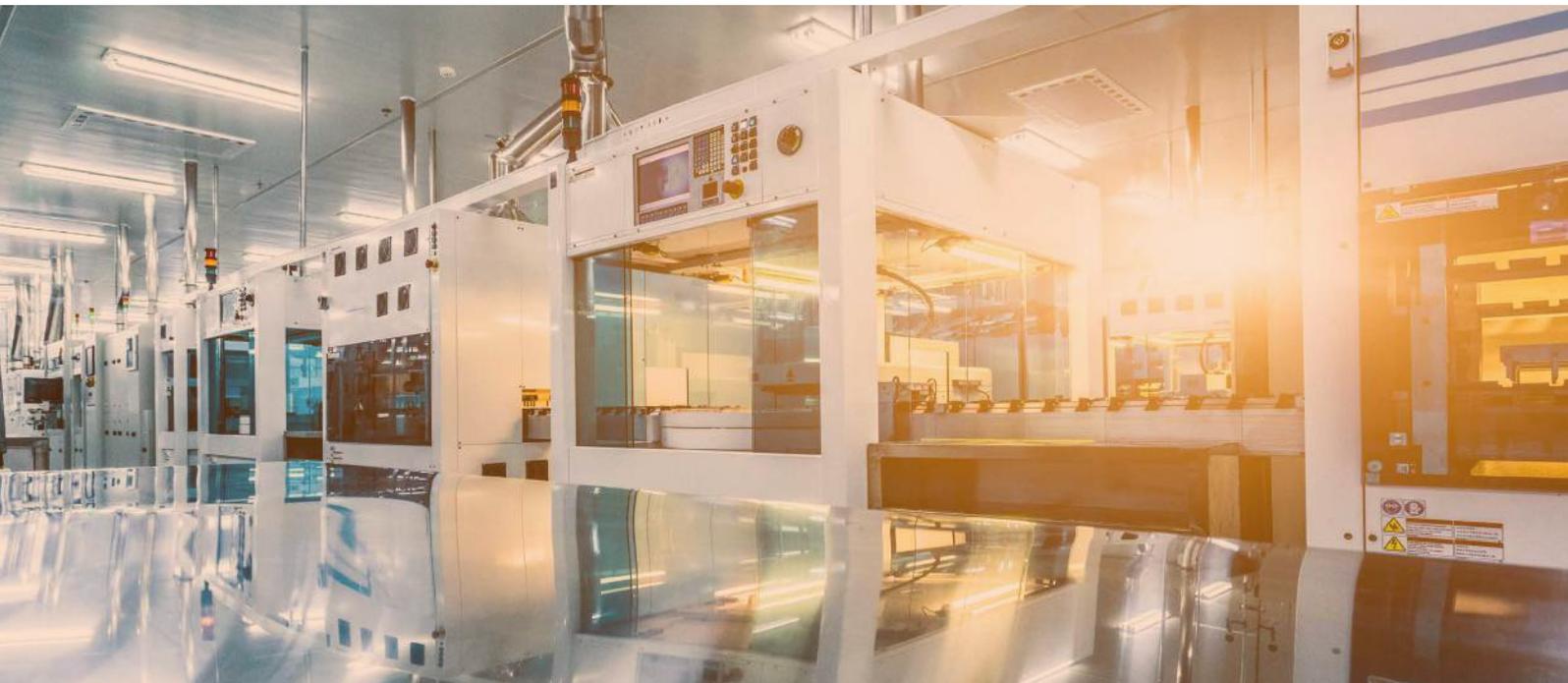
**“We’d worked with DWS on several upgrade projects and we knew they were a safe pair of hands. We had no hesitation recommending them to our client”.**

## The Future

Our client is on a digital transformation journey. Committed to JDE, with extended support available until at least 2030, they are looking to implement a code-current strategy.

By significantly reducing their modified footprint and easing the burden of testing they have successfully removed barriers to change. In the future, they will be eschewing customization in favour of standardization and applying code and tools updates on a regular, predictable basis.

As they build out their portfolio of test scripts and scenarios, the advantages of test automation will add even greater value to the business.



“We’re looking forward to using SwifTest more in the future as it has significantly reduced the time we spend on testing . DWS have been incredibly responsive throughout the project, making feature updates in response to our feedback. It feels good to know we’re a part of the future development of this great testing tool”.



## 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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