

# DIMENSION

Quarterly Newsletter from DWS

ISSUE # 1



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## DWS DELIVER DIGITAL TRANSFORMATION FOR MIZUNO

Explore how our DevTech services helped integrate multiple legacy systems and deliver Digital Transformation for Mizuno EMEA.

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## TAKE THE STRESS OUT OF STRESS TESTING

De-risk your testing with LoadTest™ from DWS, our powerful, yet easy to use load testing tool for JDE E1.

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## ORACLE EXTENDS JDE E1 9.2 SUPPORT TO 2030

With guaranteed support for at least the next 12 years, there has never been a better time to upgrade.

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## TRANSFORM YOUR SYSTEM WITH ORACLE ESUs

Make peace with the recurring reluctance to apply Oracle ESUs to your system and transform it into a business asset.

# DELIVERING MIZUNO A FOUNDATION FOR SUCCESS

**M**izuno US have 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.

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 14 third party digital platforms across the region, and improving the supply chain, Mizuno had set an objective of double-digit revenue growth.

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.

## The solution

Operating a lean business model, there was not enough in-house resource for the project. Timescales were ambitious, so Mizuno had to explore what options were open to them.

Azad Brepotra, Senior Manager Business Transformation & Programme Management at Mizuno 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.”

Having chosen DWS, the specialist development team took the requirements and turned them into detailed specifications and confident estimates. A dedicated project manager was assigned to Mizuno 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 result

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.**

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

“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” 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, Mizuno

# TAKE THE STRESS OUT OF STRESS TESTING

**W**hy do we test? We test to eliminate unexpected or unwanted events that negatively impact on systems performance or user experience. These could be categorized simply as those with unacceptable impact, or those that occur with an unacceptable frequency.

The failure of customer-facing systems can be embarrassing – we’ve all seen the headlines detailing website crashes during periods of unexpectedly high demand, or customer service applications stretched to breaking point following extreme weather conditions. However, the connected nature of most organisations means that even the failure of an internal system is likely to impact on the customer experience.

Remember, testing is not an activity, it’s a process. It takes place throughout the software development lifecycle and is particularly important when systems are being upgraded or

business processes are evolving. At its heart, change involves risk and testing is all about eliminating it.

## **Simplify and De-risk your ERP testing.**

Dimension LoadTest™ from DWS, is a powerful yet easy to use load testing tool specifically designed for JD Edwards EnterpriseOne applications.

DWS have designed Dimension LoadTest such that any experienced System Administrator/CNC should be able to setup, create, run and monitor load tests to effectively stress test JD Edwards EnterpriseOne applications.

Simulating and executing load tests now becomes a simple task; agents can be spun up and monitored with ease via an intuitive user interface. Status update messages are reported to the controller as the load is being executed and displayed on the form for the user to interpret and action.



These combine with sophisticated scripting functionality to allow for testing different functional areas concurrently, providing a much more realistic and accurate load testing environment.

See how this innovative tool can reduce the time and effort required for load testing:

[www.dws.global.com/contact-us](http://www.dws.global.com/contact-us)



# ORACLE EXTENDS JDE E1 SUPPORT TO 2030

**O**racle recently confirmed an update on their commitment to JD Edwards EnterpriseOne customers by extending the Premier Support date for EnterpriseOne 9.2 to at least December 2030.

This confirmation stated that 'Oracle has no intention to end Oracle Premier Support on the continuous innovation release for JD Edwards EnterpriseOne' committing to an annual review and update of this status.

This is a welcome message for all JDE customers, providing much needed clarity. The initial announcement in 2017 that Oracle were moving to a continuous delivery model for JD Edwards EnterpriseOne, with no current plans for the development or release of 9.3, had many doomsayers predicting the imminent demise of JD Edwards as an on-premises solution.

However, rather than an indicator that the product is going end-of-life. It signals a logical move away from a major upgrade every 3 - 5 years in favour of a continuous delivery model.

With this model, Oracle plans to deliver all new functionality to JD Edwards products as updates to the existing release; upgrades are not required to gain access to new features and capabilities. All fixes and updates are cumulative and available to all customers in the most current release.

Following this confirmation there's never been a better time to plan your JDE E1 upgrade. Explore our full range of upgrade services:

[www.dws-global.com/upgrade](http://www.dws-global.com/upgrade)



## ORACLE ESU; FRIEND NOT FOE

**F**or those who've been around JDE E1 longer than we may care to remember, a recurring theme was (and sometimes still is!) a general unwillingness to apply Oracle ESUs.

Reasons given vary...

**"We're too heavily modified!"**

**"That ESU affects too many BSFNs!"**

And my personal favorite...

**"Too much testing will be required!"**

JDE customers with a large modified footprint not only have to retrofit their customizations, they must also identify (manually) where the ESU changes impact important functionality in the standard product. These need to be validated, modified or not, so that testing can confirm nothing has broken!

Testing effort itself could be considerable, often accounting for half the overall project effort, and impacts all JDE E1 customers.

As a result, the ESU was often filed in the "too difficult" pile. Or, worse still, users would cherry-pick code from the ESU.

Though this may have seemed like a good idea at the time, in hindsight it was simply a way of delaying the pain; pushing it out to the point of upgrade.

These were valid arguments, but the emergence of new software and services (like the DWS Dimension suite) have made it easier for JDE E1 customers to identify which objects will be affected by an ESU. Similarly, test planning and automation tools (such as DWS Dimension SwifTest) can significantly ease the burden of testing.

### What are your options?

Organizations running a pre-9.2 E1 release can proactively take ESUs on a regular basis and stay code-current annually; before upgrading to 9.2 when the time is right for them. Alternatively, they can remain reactive; only installing an ESU when necessary to solve a mission-critical challenge.

Organizations on E9.2, under the continuous-delivery model, have a similar choice. Technically speaking. However, they are also acutely aware that to remain ESU-less under E9.2 risks stagnation. At the time of writing, Oracle has no plans for 9.3 release, so playing the waiting game whilst on base E9.2 may hand an advantage to the competition.

In either case, taking a proactive approach to the application of ESUs is the wiser choice. Learning to treat ESUs as friends, not foes, will pay dividends to the business; enabling users to benefit from all the latest functionality and bug fixes. Importantly, it also makes future maintenance or uplift projects smaller, faster and smarter.

Read the 2nd part in this blog series by DWS' Lee Balsom examining 'How ESUs close the gap to upgrade' and our full blog library at

[www.dws-global.com/blog](http://www.dws-global.com/blog)

## 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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