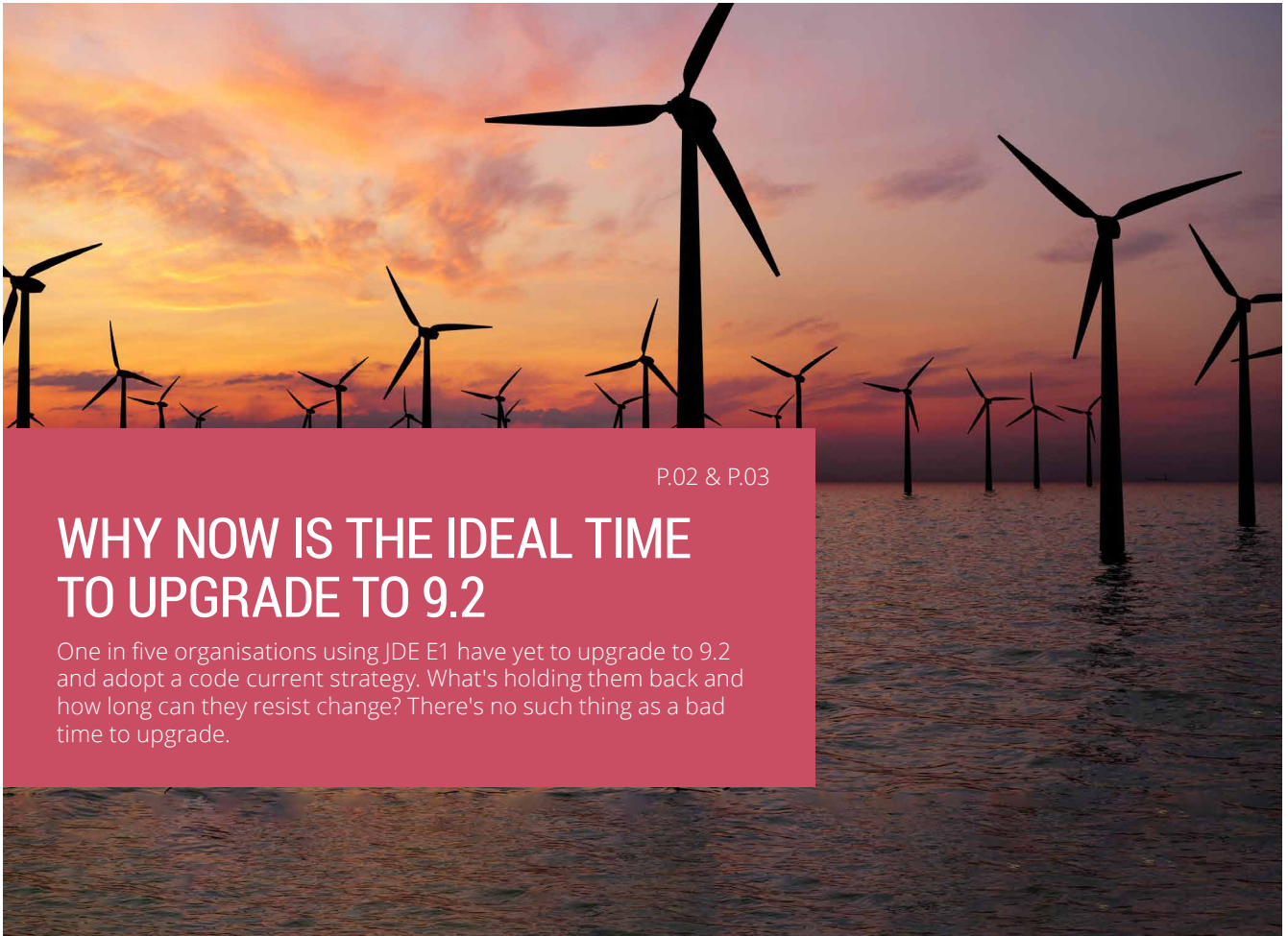# DIMENSION

From DWS

ISSUE # 14

dws

P.02 & P.03

WHY NOW IS THE IDEAL TIME TO UPGRADE TO 9.2

One in five organisations using JDE E1 have yet to upgrade to 9.2 and adopt a code current strategy. What's holding them back and how long can they resist change? There's no such thing as a bad time to upgrade.

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A REVIEW OF OUTUG EAST COAST CONFERENCE

Last month, OATUG East Coast Oracle Users Conference was held in Raleigh, North Carolina, and we attended. Read our thoughts on the conference and find out what valuable insight and advice we gained from our peers.

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A CONVERSATION WITH CARLOS GARCIA, CNRL

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UPCOMING EVENTS THAT WE'RE ATTENDING

As we finally see the light at the end of the tunnel and phase back into normality, we're attending lots of exciting in-person events. Come along to listen to one of our presentations, have a chat, or simply find out more about our products and services.

WHY NOW IS THE IDEAL TIME TO UPGRADE TO 9.2

By William Wright

We live in a world where we constantly hear words like digital transformation, digital dexterity, artificial and machine learning, and countless other technologies. What do all of these things have in common? The answer is they are all results of CHANGE. Change is inevitable and trying to slow it or stop it, is like trying to hold back the tide from breaking on the shore.

With change, however, brings uncertainty. Oracle released 9.2 in October 2015, and almost seven years later it is this uncertainty that is the reason why 23% of the Oracle JD Edwards install base has not yet upgraded to 9.2 (ORACLE INFOCUS-Envision in April '21).

It's easy to see how uncertainty can evoke fear and even paralyze companies into indecision. Let's be honest, not knowing the impact on your business, and not being able to accurately identify the full extent of your modified footprint of your environment is enough to scare anyone. So how do organizations that are running Oracle JD Edwards upgrade to 9.2 and embrace change with certainty? The answer is through successful planning and a commitment to perhaps do things differently and more efficiently.

The most important consideration of planning your upgrade is addressing the retrofitting of the objects in your current environment. It is very important to consider how the technical retrofit work will be performed and delivered. The success of any upgrade project can be seriously jeopardized if the technical retrofitting is not done properly, with zero defects according to an agreed plan.

To that end, I'll share two recent experiences where I worked on two client upgrade projects. The results of these upgrades differed drastically due to how the retrofitting was handled. In one situation, the client elected to perform the retrofitting themselves.

After all, they knew their environment better than any external partner, what could go wrong? Well, although they employed talented IT professionals, they were not experts in retrofitting JD Edwards code. Secondly, much to their surprise, they did not have a full understanding of their modified environment.

This was primarily due to the developers who modified the code and other key personnel no longer being employed in the organization. The result is that some sixteen months later, they are well behind in their upgrade timeline owing to errors and issues with the retrofitting not being done properly.

The second situation was the exact opposite. This client has a large and very experienced technical team with a very good understanding of their environment. Though they possessed the internal resources and talent, they made the decision to outsource the retrofitting so that they could concentrate on the implementation and integration of the overall wider upgrade project.

The result was an upgrade project that was delivered on-time and on budget. Moving forward, they are committed to continuous innovation by running annual code-current updates.
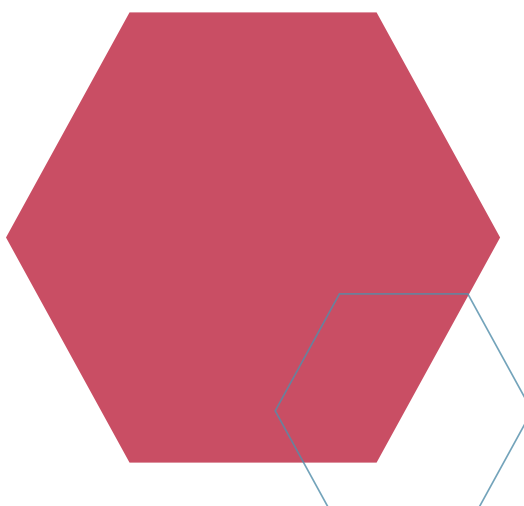
The reality is that upgrading to 9.2 represents the last major upgrade for Oracle JD Edwards customers. Oracle has adopted a more agile strategy of continuous delivery that will enable their customers to more willingly and easily adopt new functionality. This new functionality will help businesses become more agile and use new technologies to grow their business and become more customer-centric. There are however a few prerequisites you will want to consider in order to ensure a successful upgrade:

• Approach your upgrade realistically. Upgrading to 9.2 can be a technical exercise which enables you to take advantage of the latest Oracle functionality as well as mitigate against risk. It does not have to be a complete business transformation. Technical upgrades are relatively easy, while business transformations are much more complex and time-consuming.

• Plan both the technical and business impacts of your 9.2 upgrade. On the technical side-consider engaging an experienced and proven Systems Integrator to help you manage and perform the upgrade. By working with a quality SI or partner – your upgrade will be as clean as possible, thus leading to a clean slate going forward – making the code-current process as lean as possible. On the business side – engage each area of the business in your upgrade. Ask for their ideas and feedback. Understand what's important for them and ensure they understand why upgrading to 9.2 will help the entire organization. "The value of an ERP is heavily dependent on the business/users' perceived value of their existing solution.
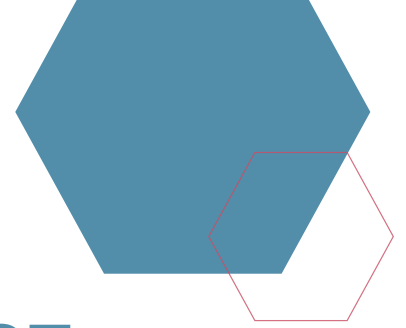
Perceived value increases with the adoption of new capabilities and innovation." (Keith Sholes-Oracle JD Edwards Product Management April 21, 2021)

• Consider using experts to do the retrofitting. It is possible to do fixed-price, fixed-timeline, near zero-defect upgrade retrofit projects. Work with a partner that has the ability to determine if code has just been rolled over from upgrade to upgrade without due care and attention.

• Decommission as many modifications as you can during your upgrade. A reduced modified footprint means less time and resources spent on the technical retrofit elements of your upgrade. Having the right modified footprint for your business at 9.2 will also make future code-current change event projects less time-consuming and less costly.

• Inquire on the vendor's proven track record of delivering fault-free, on-time, and on-budget retrofit projects.

Please **contact us** if you would like to learn how we can help you prepare for a successful upgrade to 9.2 on time and on budget. We look forward to speaking with you.

DIMENSION

THOUGHTS FROM THE OATUG EAST COAST USER GROUP CONFERENCE

The OATUG East Coast Oracle Users Conference was held in Raleigh, North Carolina this past week, and DWS had the privilege to be there. This was our first in-person event of 2022 and is representative of our cautious return to "business as usual". Despite the challenges still present in national and international travel, we were delighted to see a good turnout at the conference.

It was a great opportunity to get together with Oracle customers and other partners in the Oracle community to listen and learn from their experience. Session topics at the conference ranged from "Upgrading your Oracle Database from Oracle 12.2 to 19c" all the way to "How to Ensure Success on Software as a Service Implementation".

There was no shortage of valuable insight and advice from our peers in the Oracle Community. Each topic was unique, however, the theme remained consistent. Regardless of the system, it's always better to be proactive than reactive.

Speaking with the attendees, a large portion of the crowd consisted of those who are in charge of managing or running their Oracle systems, both in the cloud and on-premise. Needless to say, those in attendance were all eager to get together and learn from each other's best practices. As we move to a time when technology is changing more frequently than ever before, it's critical to have the right foundation in place to manage it.

Oracle offers a broad, respected suite of business systems across all industries. Because of this, it's easy to get overwhelmed with the different product names and offerings. When we break it down, organizations and their teams often struggle with the same issue. Solving complex and potentially expensive problems, with limited time and resources! And what did we learn? Organizations who are not willing to invest and enable their teams, will continue to run into the same challenges over time.

At DWS, we may have a bias since we offer software and services meant to help improve your Oracle Cloud Applications and JD Edwards experience. However, after listening to many of the presentations and listening to those in attendance, running projects in a smarter, faster, and less expensive manner seemed to be a home run for all.

If you would like to learn how we are helping our customers improve the way they manage their Oracle Fusion Cloud Apps and JD Edwards systems, we invite you to reach out!

Get in touch

More info on the conference can be found **here.**

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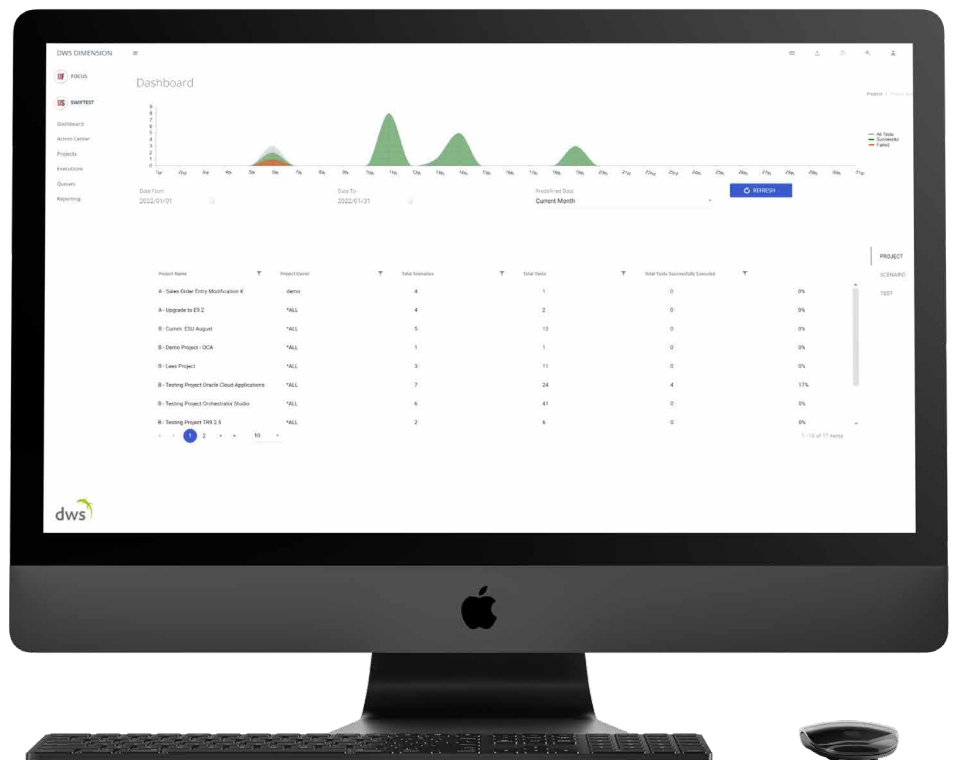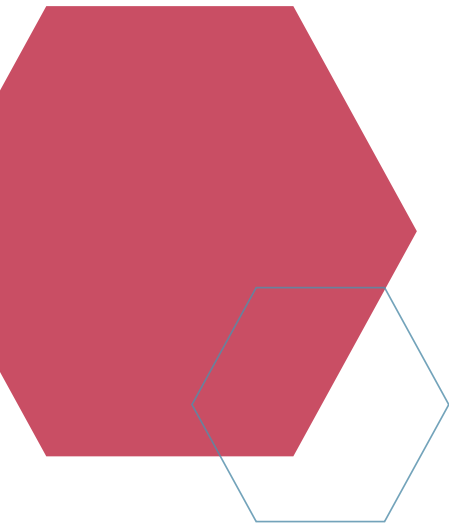
Watch now

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View now

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COME AND MEET US!

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JD EDWARDS UPDATES 2022 | ORACLE BENELUX USER GROUP

21st April - Geertruidenberg, Netherlands

We'll be presenting: Maximise Value of JDE EnterpriseOne 9.2 – How to Manage Your Updates?

GREAT LAKES ORACLE CONFERENCE 2022

10th-12th May - Cleveland, Ohio
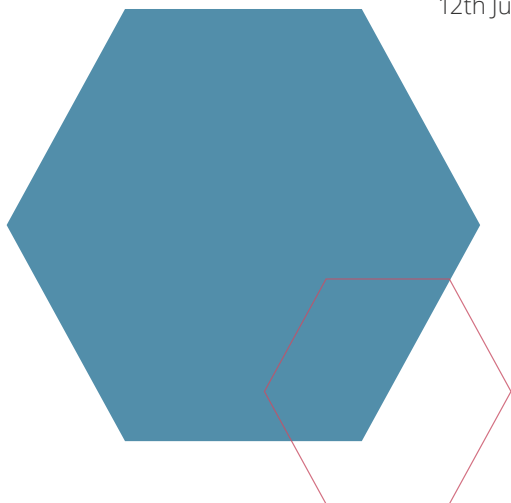
BLUEPRINT 4D | GLOBAL ORACLE CONFERENCE

6th-9th June - Las Vegas, Nevada & Online

We'll be presenting: A Process-Driven Approach to Continuous Innovation for JDE E1 9.2

ASCEND 2022: ELEVATING INSIGHTS FOR THE ORACLE COMMUNITY

12th June - Las Vegas, Nevada & Online

Learn More

About DWS

Since 1998, we have been providing development and technical services to organizations looking to customize, integrate, extend, upgrade or support implementations of JD Edwards Enterprise One and Oracle Fusion Cloud Apps. 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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