

# WORLD TO ENTERPRISEONE UPGRADE

**“NO SURPRISES”**

**DERRICK GREEN - DIRECTOR IT**  
**D-M-E COMPANY**

## COMPANY OVERVIEW

- In business over six decades, 70 countries
- Largest global manufacturer plastic tooling
- Essential resource
  - Mold makers
  - Mold designers
  - Molders
- Milacron - parent company
  - Milacron revenue \$800 million
  - D-M-E revenue \$120 million
- 500 Employees (US)



## WHY UPGRADE?

- Parent Company Selects J D Edwards
  - Increase in Functionality
  - DME's past success with World product
  - Customer Relationship Management
  - Customer & Supplier Self Service
- Oracle's Future Direction (in 2004)
  - Support through 2013 for J. D. Edwards World
  - Project Fusion – Oracle, PeopleSoft, J. D. Edwards
  - Enterprise One 8.11 included in Fusion
- Enhance Internal & External Customer Experience
  - Enhanced on-line information inquiries
  - Workflow, Personalized Menus and Grids

## BUSINESS FACTORS

- High volume order entry – 700+ orders per day
- Same-day delivery
- Complex advanced pricing
- Item availability & sourcing
- Complex Configuration
- Multiple Manufacturing Processes
- Real time integration to critical external systems
- Multi-company (US & Canada)
- Multi-currency
- Capital constraints
- Sarbanes-Oxley

## OVERVIEW OF THE UPGRADE

- Executive Commitment
- Request for Proposal
- Business Partner
- Team Structure
- Methodology
- Timeline
- Infrastructure
- Change Management
- Reports, Modifications, Interfaces
- Testing
- Performance & Tuning
- Project Summary
- Q & A

## EXECUTIVE COMMITMENT

- Start-to-Finish Engagement
- Mandatory Meeting Attendance
- Role & Responsibility
  - Approve Project Schedule
  - Manage Scope
  - Team Selection
  - Arbiter for Issue Resolution
  - Remove all obstacles

## REQUEST FOR PROPOSAL

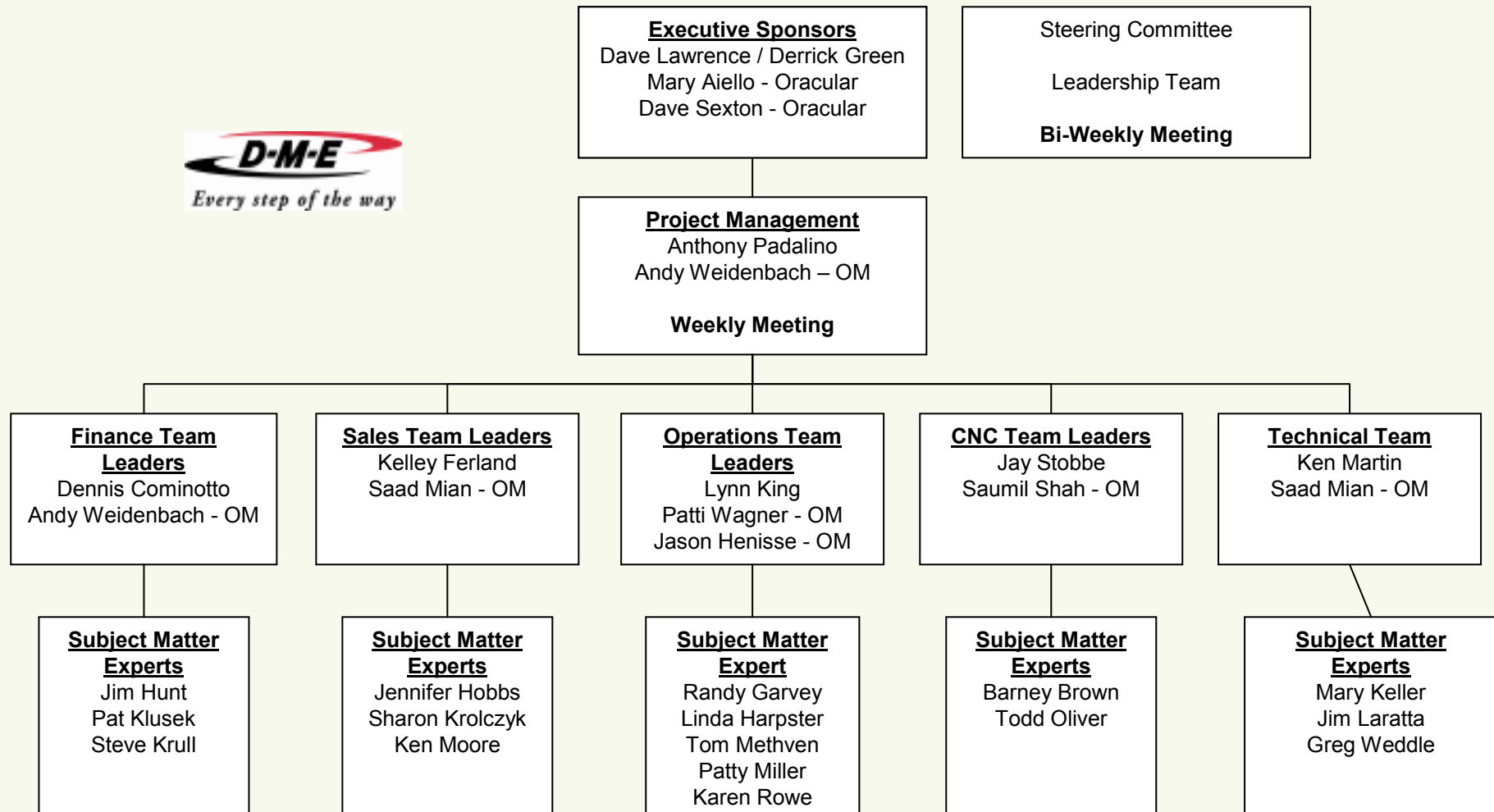
- Jointly developed by D-M-E and third party
  - Two week development
- Restricted to three consulting firms
- Aggressive Business Partner Selection
  - Started - May 2, 2005
  - Completed – June 22, 2005
- Oracular

## BUSINESS PARTNER

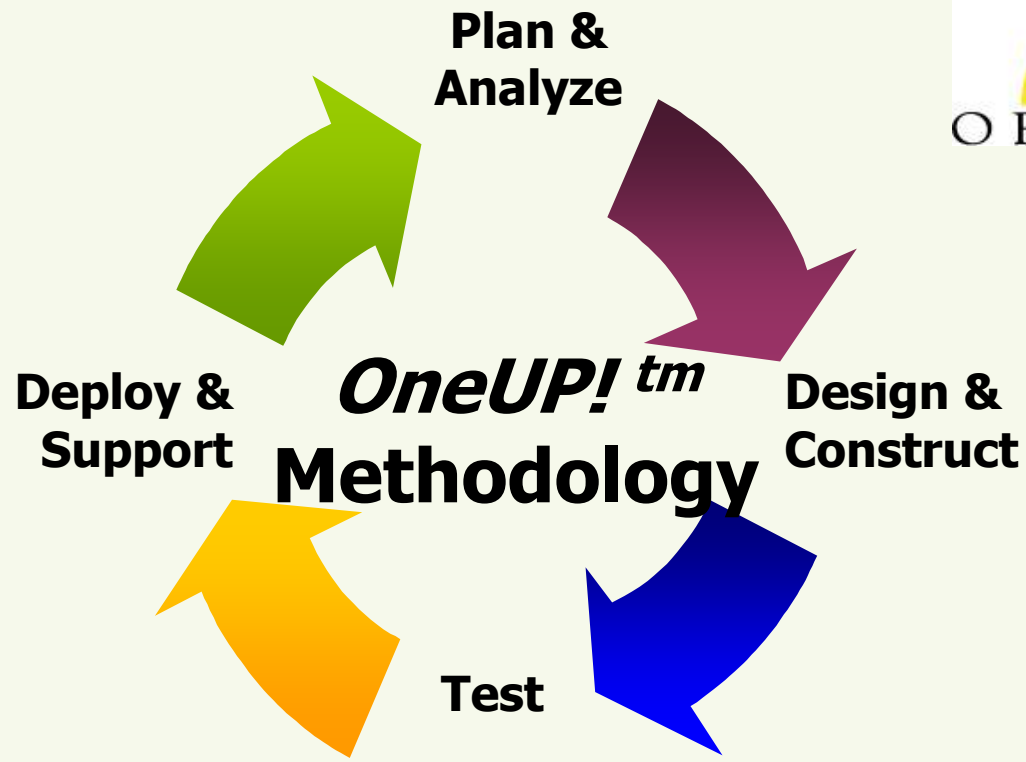
- RFP Response
- Great References
- Project Management Approach
- Change Management Approach
- Business & Technical Expertise
- Previous History with D-M-E Company
- Industry Relationships
- Local Presence
- Cost Effective



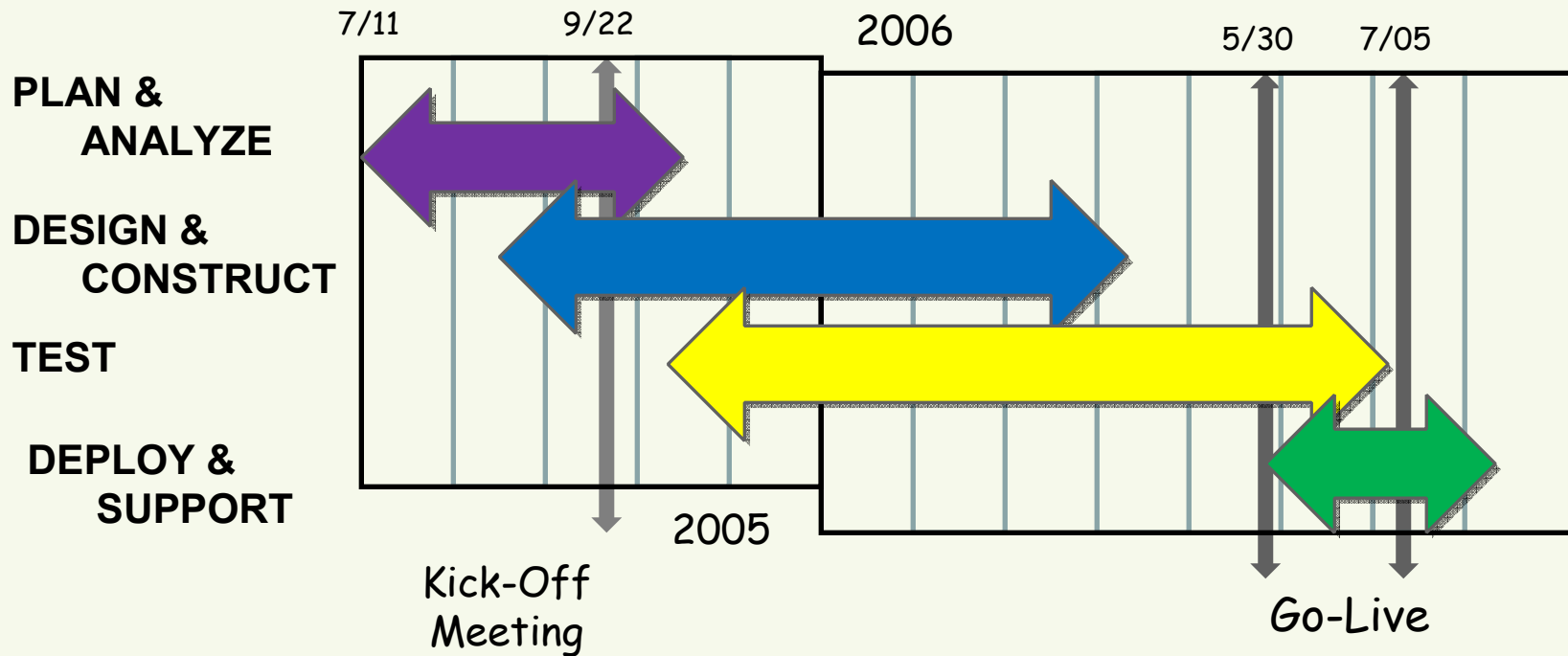
# PROJECT TEAM STRUCTURE - NO SURPRISES



# METHODOLOGY



# PROJECT TIMELINE



## METHODOLOGY AT GO-LIVE

- Mock Go-Live
  - Detailed checklist
  - Who, What, Where, When,
  - Testing peripheral equipment
  - Testing connectivity
- Centralize process
  - Trouble reporting
  - How-to assistance
- Key people at remote locations

## INFRASTRUCTURE

- Hardware Configuration
- Network Configuration
- Data Reduction & Conversion
- Third Party Software

## HARDWARE CONFIGURATION

- Enterprise One is different
- Purchased hardware early in the project
- Initial Configuration was sized for the business
- Cost overruns to the project
- Final Configuration
  - IBM iSeries AS/400 9406-550
  - 2 LPARS (logical partitions)
  - 3 Processors (2.5 production LPAR)
  - 32GB Memory (27.2 production)
  - 3 TB Disk Storage (1.23 production)

## HARDWARE CONFIGURATION

- Web Server
  - Windows 2003 Operating System
    - JAS Server
    - Web Sphere Application Server
    - Deployment Server
    - DLX – Red Prairie (Gateway)
    - Utilities Server
    - Web Focus Server
- End-user Workstation – Windows XP Pro
  - Initial: 2.8 GHz Pentium 4, 512 Mb RAM, 17 inch LCD panel
  - Final: AMD/Intel dual-core 3.2+ GHz, 1 GB RAM and 10K RPM disk

## DATA REDUCTION & CONVERSION

- Oracular performed four data conversions
  - Iterative process (keep refining & perfecting)
  - No internal resources
- Improved Performance
- Impacted Timeline
- Regulatory Issues
  - Sarbanes Oxley Requirements
- Eliminated five years of history

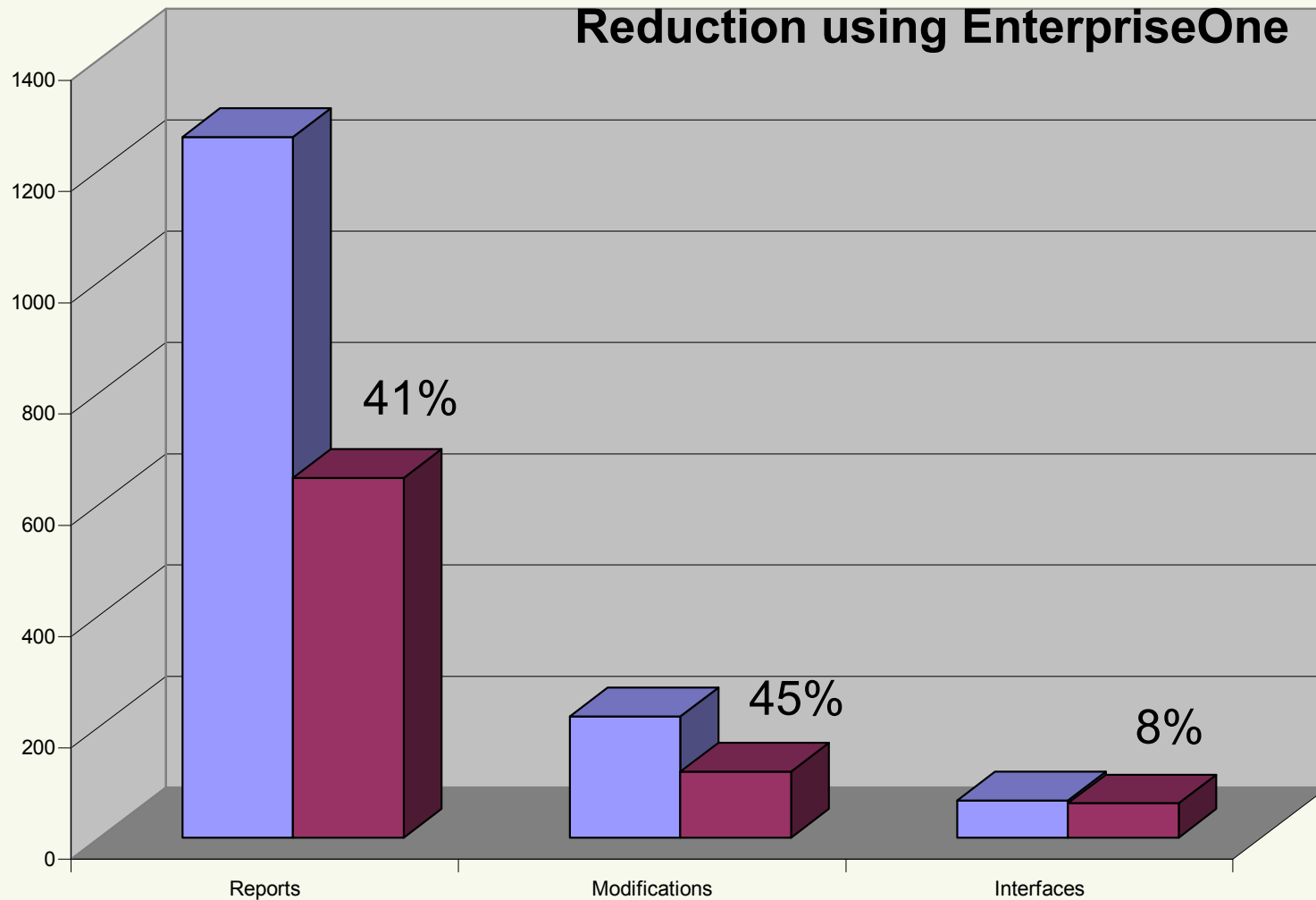
## THIRD PARTY SOFTWARE

- Report Writer
  - Information Builders
    - Web Focus - World Writer replacement
  - Global Software
    - Spreadsheet Server - FASTR replacement
- Integration Middleware
  - RedPrairie
    - DLX - Warehouse Management, e-Commerce, Cambria (internal quoting system)
- Software Upgrades
  - Vertex - Taxes
  - SPEX - Export Documentation

# CHANGE MANAGEMENT

- People
  - End User Training
    - Train the Trainer
    - Navigational
    - Start ASAP
    - Retraining
    - Make Mandatory
- Process
  - Plan the Work & Work the Plan
  - Communicate the Plan
  - Scope Creep – Learn to say NO!
- Technology
  - IT Support Staff Training
  - Learning Curve (CNC, OMW)
  - Transfer of Knowledge

# REPORTS, MODIFICATIONS, & INTERFACES



# TESTING

- Testing, testing, testing
  - Unit
  - Integrated
  - Volume (Stress)
  - MOCK Go-Live
- Get current with Service Packs/ESU ASAP
- Data Conversion
- Development / Prototype / Production
  - Change Management
  - Traveler Documentation (Sarbanes Oxley)

## PERFORMANCE & TUNING

- CNC is **CRITICAL**
- Business partner collaboration is **CRITICAL**
  - D-M-E
  - Oracle
  - IBM
  - Ciber
  - Oracular
- Apply all performance ESU's

## SUMMARY

### NO SURPRISES

- Don't underestimate your executive's involvement and commitment
- Make sure you find the right business partners
- Define early your team & communication structure
- Have and follow a change management process
- Train key project team members early and often
- Testing, testing, testing
- Don't underestimate required reports, modifications, interfaces
- Facilitate business partner collaborations
- Pay attention to system performance

# Q & A

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