JD Edwards Upgrade Case Study:
The City of Brantford, Ontario

Organizational Profile

Brantford is a medium size city in southern Ontario, Canada. Brantford is sometimes known as The Telephone City, as a former city resident, Alexander Graham Bell invented the telephone on the community's outskirts and conducted the first distant telephone call from the Brantford to Paris, Ontario in 1876. It is also the birthplace of hockey player Wayne Gretzky and still home to Wayne's father, Walter Gretzky.

Background

The City of Brantford, Ontario was at a crossroads: staring at the end of JD Edwards Enterprise One Xe support in 2013, and limited by dated hardware that had reached its physical limits, Brantford had some big decisions to make. The city also had an urgent business need to expand functionality and business process automation, and revise their document management strategy.

> " *With the help of Syntax we were able to deliver a complex upgrade project on time and on budget. Our technical architecture has been improved tremendously and we are now enjoying a stable, supported version of E1 knowing we've laid the foundations for future upgrades to be faster, cheaper and simpler. We are now able to focus our efforts on delivering business improvement projects and expanding the footprint of E1 instead of struggling with day to day administration.*"

Kris Olson • JD Edwards Administrator • City of Brantford

Syntax JD Edwards customer since 2001

Customer Profile

- Est. 1877
- Pop.: 91,000
- Area: 27.98 sq miles (72.47 km^2)

JD Edwards Modules Implemented

- General Ledger
- Accounts Payable
- Accounts Receivable
- Fixed Assets
- Job Cost
- Purchasing
- Inventory
- Human Resources
- Payroll

Environment

- Hardware: Intel based virtual machines with physical database servers
- Database: Oracle
- Operating System: Windows

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Remaining on an unsupported version of the Xe application was not an option, especially since as a payroll operator; Brantford would no longer have access to tax updates. It was clear that existing applications would not meet their needs moving forward. It was clear that it was time for an upgrade.

Faced with a complex set of business challenges, the City of Brantford needed an experienced JD Edwards solution specialist they could rely on. After an extensive RFP process, The City chose Syntax. Let's have a look at how Syntax helped the City of Brantford avoid risk and downtime while increasing the productivity of their users.

Syntax JD Edwards Implementation & Support Plan

Upgrade of JD Edwards Modules

• Financials
• Human Resources
• Payroll/Vertex
• Purchasing
• Fixed Assets

Specialist Support

• Platform migration
• Technical, application, and development services
• Comprehensive training
• Applied SyntaxExpress Upgrade Methodology tools and techniques

Syntax Action

• Replaced IBM iSeries infrastructure with an intel/Oracle solution. "Blue Stack" middleware was replaced by Oracle's "Red Stack"
• Virtualized environment and deployed JD Edwards applications to the user community over the web
• Upgraded JD Edwards version from Xe to 9.0, enabling seamless, fully supported use of JD Edwards Payroll application
• Replaced the majority of the city's Formscape forms with Oracle's BI Publisher, enhancing functionality for many important, frequently used documents
• Introduced "Item Masters"
• Introduced a pilot project using "3 Way Match"

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> *It is very gratifying to see the City of Brantford benefit from the investments that Oracle has been making in the JD Edwards EnterpriseOne product. The improved user experience and new functionality provide productivity gains. And consolidating forms into BI Publisher reduces the overall complexity of system management for the City."*

Gary Shaffran • SVP • Syntax

About Syntax

Since 1972, Syntax has been providing comprehensive technology solutions to businesses of all sizes throughout North America with thousands of customers trusting Syntax with their IT services and ERP needs. Today, Syntax is a leader in providing cloud and managed services to businesses across North America. Syntax's cloud. offerings, including their best in class Enterprise Cloud for ERP continues to grow and accelerate; a unique offering that safely hosts and manages critical business applications. Syntax partners with global IT leaders such as Oracle, IBM and others..

Closer Look:

Syntax expertly positions the City of Brantford for the implementation of a Business Continuity solution and provides the infrastructure, database and middleware allowing them to run their ERP application, JD Edwards, well into the future.

The City Of Brantford's Results

- **Mitigated the risk of running on unsupported software applications**

- **Now on the way to business process automation and future efficiency gains**

- **Significantly reduced chance of unplanned hardware downtime**

- **Extended functionality and enabled deployment of new applications**

- **Reduced their IT spend and complexity through vendor rationalization**

One of the objectives of the upgrade was to extend the functionality in certain areas, removing manual business processes and thereby making their users more productive. By running on a current, supported version of the application, City of Brantford has enabled the organization to deploy new applications, extend the functionality of others and provided a rock solid ERP foundation on which to support their residents. Manual business processes have been automated, thereby making users more productive.

The City of Brantford continues to take advantage of Syntax resources as they look to optimize their business processes deployed on JD Edwards.