

# JD Edwards Upgrade Case Study: Enersource



## Customer Profile

- Serves 200,000 residential and business customers.
- Electrical system spans over 5,000 kilometers.
- Operates 65 municipal substations and over 25,000 distribution transformers.
- Service interruptions are consistently below the Ontario average.



## Organizational Profile

Enersource is a diversified energy company servicing residential and business customers in Ontario with hydro-electric power since 1917. Enersource is the third-largest supplier (by demand) among 80 municipally-owned utilities in Ontario.

## The Problem

After conducting an internal review in 2011, it was determined that the existing version of JD Edwards was quickly becoming outdated and required significant updates and enhancements.

## The Goal

To empower all users across all departments with expanded functionality and the ability to support themselves in the future.

**//** *We are grateful to Syntax for their professionalism and dedication to ensuring the success of this project. The success of this endeavor came from the vision of Enersource management, the dedication of the assembled committee, the project team and the plan development and execution by the staff at Syntax. Immediately after implementation, Enersource staff noticed improved application performance and increased usability of the system. Enersource found that the cooperative nature of Syntax, coupled with an internal team dedicated to overall improvement has made the JD Edwards initiative a success within the company."*

Ken Yeh • JD Edwards Manager • Enersource

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**“**As is the case with most successful upgrade projects, this was a great team effort. Enersource’s commitment was evident from the beginning in the discipline they showed in executing the project plan with us.”

Gary Shaffran • Senior Vice President • Syntax



### The Challenge

To upgrade from JD Edwards EnterpriseOne 8.10 to 9.0 through a seamless and methodical 3 Phase process, limiting downtime and maintaining business continuity.

### Why Syntax?

At the time, the sheer enormity of the project led Enersource to work with Syntax, a company that had a history of effectively rolling out complex program upgrades for large organizations.

### How it Worked

The entire process began with the assembly of a committee, with members of each department represented by an Enersource staff member who would be personally affected by changes to the system.

Syntax staff worked closely with the committee to ensure that a realistic and achievable plan was developed. A team of business and technical consultants were then assembled by Syntax to ensure the project was executed effectively and in a timely manner.

### JD Edwards Modules Upgraded

- General Ledger
- Accounts Payable
- Accounts Receivable
- Fixed Assets
- Capital Asset Management
- Inventory Management
- Warehouse Management
- Procurement
- Bill of Materials
- Timecards
- Competency
- Service Management

The Upgrade Project included delivery of Syntax technology consulting services to successfully migrate from EnterpriseOne 8.10 on IBM System i (AS/400) to EnterpriseOne 9.0 on Windows 2008 VMware virtual infrastructure, Oracle RAC.

### 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.

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