

The International Group, Inc.'s JD Edwards EnterpriseOne 9.2 Upgrade Marks Latest Milestone in Two Decade Partnership with Syntax



Customer Profile

The International Group, Inc.

- Corporate HQ: Toronto, Canada
- Industry: Manufacturing
- www.igiwax.com

Technology Footprint

- JD Edwards EnterpriseOne 9.2
- JD Edwards Financials 9.2
- JD Edwards Purchasing & Inventory 9.2
- JD Edwards Sales Order & Advanced Pricing 9.2
- JD Edwards Manufacturing 9.2
- JD Edwards Capital Asset Management 9.2
- JD Edwards Transportation 9.2
- JD Edwards Quality 9.2

Syntax Solutions

- Syntax JD Edwards Consulting Solutions

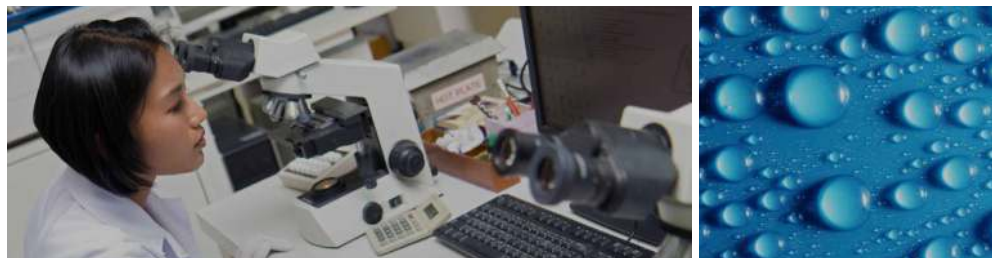
In 2017, when the International Group (IGI) successfully upgraded from JD Edwards EnterpriseOne 8.12 to JD Edwards 9.2, it marked the latest milestone in its nearly two decade partnership with Syntax.

IGI viewed Syntax as a natural partner for this upgrade based on the consistent, quality support it had been providing since the two companies had begun doing business together in the '90s.

IGI's JD Edwards EnterpriseOne 9.2 upgrade finished on-time and 15% under budget. As a result, it has reduced Oracle support costs, and now benefits from 9.2's improved security and enhanced User Interface. In addition, the upgrade will allow IGI to incorporate 9.2's mobile functionalities into its JD Edwards solution at some point in the future.

“ *Syntax is a very competent, skilled company in the JD Edwards space. Syntax has led us through multiple upgrades that have always gone very well. Their technical skills are excellent, their functional consultants understand the business side of JD Edwards and know how to get the most out of the software. Our JD Edwards upgrades have finished on time and under budget, which tells you all you need to know about Syntax's project management capabilities.”*

Bill Sandblom • MIS Director • The International Group, Inc.



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IGI Group's Successful JD Edwards EnterpriseOne 9.2 Upgrade Marks Latest Milestone in Two Decade Partnership with Syntax

“ I look at Syntax as more of a partner than as a vendor. They're our 'Go-To' team for JD Edwards expertise.”

Bill Sandblom • MIS Director • The International Group, Inc.



Prior to the 9.2 upgrade, IGI had relied on Syntax for various consulting initiatives, which allowed them to use technology to automate multiple business processes and incorporate new business units into its JD Edwards solution.

Partnership Cemented by Original JD Edwards World to EnterpriseOne Upgrade

IGI and Syntax first came into contact in 1999, when Syntax helped IGI customize Cognos reports, and then served as a reseller for IGI's IBM iSeries servers.

The partnership began in earnest in 2005, when IGI needed to upgrade from JD Edwards World to JD Edwards EnterpriseOne to streamline its shipping and transportation processes. IGI evaluated multiple providers during an aggressive due-diligence process, and chose Syntax because it offered the JD Edwards consulting expertise needed to deliver a successful upgrade.

Syntax's team of functional JD Edwards consultants and CNC's immediately integrated with IGI's internal team to review the new processes and new functionalities that the EnterpriseOne solution would feature. The upgrade saw IGI deploy JD Edwards' Transportation and Quality modules, which allowed IGI to automate form creation and enable real time shipping functionality. This allowed IGI to automatically verify cargo on outbound shipments, track key logistics and facilitate cross-border shipments by automating Invoice and Bill of Lading creation.

Syntax's CNC's successfully executed the critically important data transformation required for a JD Edwards World to EnterpriseOne migration, paving the way for the first on-time and under budget upgrade, cementing Syntax as IGI's JD Edwards partner of choice.

Accomplishments

- Complete two major JD Edwards upgrades on time and under budget
- Improve staff efficiency by automating business processes
- Streamline shipping with JD Edwards Transportation

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