Superior Industries

Upgrading JDE While Migrating to Public Cloud

Supported since 2013

Superior

▷ Corporate HQ: Morris, Minnesota

▷ Industry: Manufacturing

Technology Footprint

▷ Oracle JD Edwards E1 9.2

Syntax Solutions

▷ Syntax Enterprise Cloud®

▷ Syntax EnterpriseCare®

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Russ Koehl
IT Manager
Superior Industries

The Original Situation

Superior Industries, Inc. founded in 1971 in Morris, Minnesota, is an American manufacturing company. The company's three divisions design, manufacture, market and sell bulk material handling conveyors, conveyor components, fuel tanks, fuel trucks, fuel trailers, petroleum equipment and precast concrete products.

For over ten years, Superior has utilized JD Edwards as their Enterprise Resource Planning tool. In addition, they have been a Syntax customer since 2013, utilizing Syntax EnterpriseCare®, Vision, Project Services and Managed Services.

After a careful review of their current systems and processes, the Superior IT team made the decision to simultaneously upgrade JDE E1 to 9.2 and move to hosting on the public cloud.

"There were several factors which led us to this decision. Our servers had reached the end of their life cycle, and combining the Managed Services from Syntax with public cloud fit our company strategy," said Russ Koehl, IT Manager, Superior Industries.

Based upon the solid working relationship established between Superior and Syntax, the project was awarded to Syntax. "Syntax is clearly customer focused and each touch point between our teams is always a positive experience. In addition, their partnership with Amazon Web Services was a key factor for us," said Koehl.

Accelerated Growth and the Need for Flexibility

With 26 remote facilities and steady growth forecasted, Superior recognized that moving JD Edwards to the Syntax Enterprise Cloud® was the most logical approach for their data needs. "Our datacenter was not designed for the rapid growth of our company. We needed an environment that flexed with our capacity needs, which continues to increase," said Koehl. In addition, due to numerous remote facilities, the IT team identified public cloud as the solution for their need to easily and quickly increase server capacity when necessary.

Syntax Enterprise Cloud® powered by AWS, provides the largest cloud infrastructure worldwide. It is also the most scalable, flexible, and secure cloud on the market. These features were what attracted Superior to the AWS model. "Syntax Enterprise Cloud® provides the scalability that we needed. In addition, the Syntax Managed Services team takes a huge load off our team and does tremendous work," said Koehl. Built exclusively by JDE experts for JDE E1 environments, Syntax Enterprise Cloud® is backed by Syntax EnterpriseCare®, the industry leading proactive CNC monitoring tool and secured with compliant military grade data encryption.

All Systems Go: Improved Availability and Performance

Together, Superior and Syntax simultaneously upgraded JD Edwards to E1 9.2 while moving to Amazon Web Services in six months. "Our transition was really seamless. Before moving to the Cloud, our power users were able to test the performance on a test Cloud Environment provided by Syntax so the team knew what to expect," said Koehl.

The upgrade of JDE to 9.2 and migration to AWS has led to improved system availability for Superior. Since the launch of Syntax Enterprise Cloud® in May of 2018, their availability rose to 99.8% and in 2019, it has held steady at 100%. "This far exceeds what our users were experiencing before the move to AWS. We've had some major weather systems hit our region and I confidently know that our systems will continually function during these events. Previously, we would worry about the generator, fuel, Internet disruptions, hardware failure and fire. I am able to literally cross these items off my list of things that keep me awake at night. I have peace-of-mind," said Koehl.

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As the system continues to grow and 3rd party programs which run inside JD Edwards are added, performance continues to soar. The flexibility of running JD Edwards on AWS allows for Superior to adjust the servers to accommodate the actual required resources, using only what they need when they need it, without sacrificing performance.

The project team at Syntax is thrilled to have another customer reaping the benefits of their new environment. "We are so pleased with the results which Superior is experiencing. 100% availability is not an easy metric to achieve, and with Syntax Enterprise Cloud® powered by AWS, it has become their reality," said Terri Jackson, Senior Director, Professional Services. "It's exciting to see their business grow and be properly supported by systems and people which fit their needs."

A Successful Partnership with Measurable Results

The simultaneous upgrade of JD Edwards and move to Amazon Web Services produced the following:

▷ **Improved System Performance.**
Quicker access to information, opening up extra time to be used on other projects and business needs.

▷ **Increased Availability.**
Measured at 99.8% since May 2018 and 100% in 2019, far exceeding what users were experiencing before the migration to AWS.

▷ **Unparalleled Service.**
Tasks completed before or on the agreed date. Jobs are completed quickly and correctly with no red tape.

We are so pleased with the results which Superior is experiencing. 100% availability is not an easy metric to achieve, and with Syntax powered by AWS, it has become their reality.

Terri Jackson
Senior Director, Professional Services
Syntax

ORACLE Platinum Partner

aws partner network

Advanced
Consulting Partner

Oracle Competency

About Syntax

Syntax is a leading provider of cloud and managed IT services for Oracle and SAP customers. Syntax has been providing comprehensive technology solutions to businesses of all sizes since 1972. Syntax delivers the best combination of software, infrastructure, cloud, security, migration and application management services to meet the needs of its diverse range of customers in a wide variety of industries. Syntax partners include SAP, Oracle, Amazon, Microsoft, IBM and other world-class technology leaders.

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