

ENERGI Fenestration Solutions

Transforming JD Edwards into a Mission Enabling Solution



ENERGI Fenestration Solutions

- ▶ Corporate HQ: Vaughan, Canada
- ▶ Industry: Manufacturing

Technology Footprint

- ▶ JD Edwards Financials 9.0.2
- ▶ JD Edwards Manufacturing 9.0.2
- ▶ JD Edwards Distribution 9.0.2

Syntax Solutions

- ▶ Syntax Enterprise Cloud®
- ▶ Oracle Application Managed Services



When I speak with other outsourcing providers, I tell them, 'Let's follow the Syntax model. This is how we want to operate.' All outsourcing vendors make the same promises. Syntax differs because they deliver.



Randy Emslie

Director of Information Services and Technology
ENERGI Fenestration Solutions

The Original Situation

In 2016, after a series of corporate restructurings, ENERGI Fenestration Solutions (ENERGI) sought a new JD Edwards Cloud provider in order to keep its internal IT team as lean as possible while also avoiding costly infrastructure spends.

When the relationship began, ENERGI was simply hosting its JD Edwards solution on the Syntax Enterprise Cloud. Today, it has evolved to the point where ENERGI relies on Syntax for end-to-end JD Edwards support, including CNC administration, Oracle Application Managed Services (AMS) and comprehensive Disaster Recovery (DR) coverage via the Syntax Enterprise Cloud®.

A Proactive Approach

Syntax's proactive approach, which effectively eliminates the concept of "Out of Scope," fueled the growth of this partnership.

Because of this, JD Edwards has evolved from a back-office management tool into an all-encompassing solution that enables ENERGI's mission.

This transformation has occurred because the Syntax support team has effectively integrated itself as part of ENERGI's IT staff, assuming responsibility for the effectiveness of JD Edwards. This allows Syntax to take a non-siloed approach to ERP administration, which has led to faster issue resolution.

Integrating JD Edwards Across the Board

For example, Syntax manages interfaces and relationships between JD Edwards and critical third-party tools such as Oracle's BI Publisher, Reports Now, Loftware Label Printing, DSI Data Collection, Rapid Reconciler, GoAnywhere Managed File Transfer and IBM Sterling EDI.

When the company needed to test its DR solution, Syntax took their entire JD Edwards environment, including all key 3rd party interfaces, and achieved 100% operability within ENERGI's defined RPOs and RTOs.

Most importantly, ENERGI appreciates the fact that the Syntax team manages its environment with a "What's best for ENERGI" approach, and this level of trust allows ENERGI to rely on Syntax as a strategic partner who can provide guidance on long-term planning and budgeting.

When its initial 3-year Cloud Agreement was up, ENERGI unhesitatingly decided to renew with Syntax, who will also serve as their go-to partner for future JD Edwards upgrades and footprint expansions.

A Successful Partnership with Measurable Results

- ▶ **Lower Costs**
ENERGI has been able to keep costs down by maintaining a lean IT staff.
- ▶ **Transformed JDE**
Together, Syntax and ENERGI were able to transform JD Edwards into a mission-enabling, end-to-end solution.
- ▶ **Industry Leading Security**
100% operability achieved within defined RPOs and RTOs during DR testing.



The Syntax team has so seamlessly integrated itself into our operations, that we consider them part of our internal team. If its on the Syntax Enterprise Cloud®, it is Syntax's responsibility, and Syntax acts as a true partner.



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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.