



Dimension Analyze

Success recognised by UKOUG Innovation Award 2009/2010

The Client

The client operates in the Oil and Gas industry. They are a significant player in the upstream oil and gas exploration and development business. The client has a market capitalisation of approximately US \$4 billion.

The Challenge

The client is an existing JD Edwards EnterpriseOne customer. They run the 8.11 version of the software and wanted to explore the possibility of upgrading to the 9.0.1 release level. The client acknowledged that they were modified and understood that this would have an impact at upgrade time. In order to present a budget for the upgrade to the steering committee, the JD Edwards project manager had to determine the number of days required to complete the upgrade of these modifications and apportion a cost to that effort.

The Project Manager was concerned about the level of accuracy they could reach without any specialist assistance. It was deemed imperative to the business that accurate timescales and costs were known up front to enable effective project planning and resource allocation and ensure success for their critical upgrade project.

On hearing of the capability and past successes of **Dimension Analyze**, the client engaged DWS to carry out the **fixed price** Dimension Analyze service over their EnterpriseOne system.

The Solution

In order to quote the customer for the Dimension Analyze service, DWS needed to determine their E1 modified footprint. The client ran the **Dimension Extract** executable over their latest Production and Pristine objects. This executed in just under two hours and the result was sent back to DWS. DWS was then able to write a **Preliminary Audit & Quote Report**. This report is created free of charge to the client. In this instance, the client reviewed the high level findings and quote for service and decided to proceed with the full Dimension Analyze service.

The next step was to carry out the **Dimension Audit** phase. This phase was carried out with close collaboration from the client. The Audit phase automatically looked at every line of code and property-setting in every object to precisely identify all modifications within the clients E1 environment.

The Audit phase's primary purpose was to arrive at an **optimum list** of objects to upgrade to the new release.

Once the optimum list of objects was agreed between the client and DWS, the **Dimension Estimate** phase began. The Dimension Estimate process used a series of factors, weightings and baseline results generated by Dimension to create a detailed estimate for every single object identified in the optimum list. This phase required little to no involvement from the client.

The Outcome

These are some of the wins that the Dimension Analyze service uncovered for the client:

- * Large numbers of Reports not run in Production for more than 18 months. These were discarded and not included in the optimum list. A saving of 38% of UBE numbers.
- * Large numbers of objects JDE considered modified, but actually were not modified at all. These were discarded and not included in the optimum list
- * > 50 Versions identified as having 'design time' changes made to them. Standard JDE cannot identify these currently. This can cause major delays and problems when testing in the new release.
- * Significant number of objects identified as orphans – an object that does not have a 'live' parent object such as data structures, tables, business views etc. This helped the customer to 'cleanse' their object set before the planned upgrade and was of course not included in the optimum list. Over 100 objects were discarded in this manner.
- * Many copies of standard objects were identified that the client was not aware of. These can cause delays and problems if not identified when testing in the target release because of their connection to the new 'based on' object.
- * The Dimension Audit phase managed to reduce the clients initial list of objects **by 31%** which in turn **saved the client 83 days** of upgrade effort (had they been included in the optimum list). The client applied an internal cost to the saved days and realised a significant saving.

Dimension calculated that 1% of the total object count accounted for 24% of the total upgrade time. This was a significant number and pointed to 9 objects that required careful consideration and were likely to offer further savings as the scope to reduce the modified functionality footprint was greatest in these objects.

How did this help the client?

1. Having an accurate timescale for the upgrade of the agreed object set was a great advantage to the customer.

- a) They calculated how much of their people's time out of the day-to-day business would be required to support the upgrade effort - well in advance.
- b) They calculated how much development resource they would need to contract in.

2. Having detailed estimates at an object level also provided many advantages:

- a) They were in a position where they could plan the upgrade effort in great detail - in advance, i.e. more easily sequence the work.
- b) They saw where the 'most challenging' objects were within the workload and made plans accordingly.
- c) They determined what level of resource was required and when during the project.
- d) They were able to track developer performance far more closely.
- e) They took great comfort in the fact that the estimates provided took into account the level of net change between their existing release and the 9.0.1 release for ALL their modified objects.
- f) They also took comfort in the fact that DWS was so confident in the estimates provided, that they were willing to perform the upgrade of the modifications at a fixed price. This gave the client confidence in the estimates generated by Dimension.

3. They received a level of certainty that they would not be able to get without Dimension. This provided advantages:

- a) They were able to show compelling and detailed research into the scoping of the upgrade to senior management and get their buy-in.
- b) It helped to ensure the success of the overall project – on-time and in-budget, and removed many of the risks involved in the upgrade of the modifications.

Award winning, guaranteed services

EnterpriseOne users are looking to protect their investment through a managed programme of upgrades and support. They are seeking JDE experts who can help them achieve guaranteed upgrades, cost effective enhancements and lifetime support.

DWS is a full life cycle E1 consultancy, offering a unique service. From planning through execution to review, everything we do is at a fixed price – guaranteed! Our success has been built on a combination of our expert consultants and our award winning solution DWSDimension. In awarding us the Innovation Partner of the Year for 2009/10, the UKOUG customers recognized our unique offering.

Where can I find out further information?

We would like to invite you to take part in a no obligation webinar that takes you through the Dimension service in more detail. This also provides the opportunity to ask questions in an interactive environment.

Please click the '**Request Webinar**' button on our home page.

Web: www.dwsdimension.com

UK: +44 (0) 1494 896600

Australia/NZ: +64 9427 9956

North America: 1-888-769-3248

Email: barry.burke@dwsdimension.com - Managing Director
lee.balsom@dwsdimension.com - Product Manager

