



CASE STUDY



Consumer Products JDA Performance Optimization

Highlights



- Achieved system stability and restored the business' confidence in the JDA system
- Restored system performance and stability to meet pre-defined service levels
- Developed targeted documentation and metrics to monitor and improve system health.
- Decreased the number of open tickets per month by 80% in a 6 month window.
- Reduced the closure time on critical tickets by over 50%.
- Reduced the run time of all major batch schedules by 30%.
- Delivered the system for business users 1 hour prior to business service level expectations.
- Implemented steps to drastically improve the recovery time in the event of system failure.
- Delivered 5-year old business system enhancements within an 8 month window.

The Challenge: Many believe that once the JDA software has been implemented, no further support of the JDA solution is required. Like any other fine-tuned machine, the JDA application has its own unique support and maintenance requirements. Without proper “care and feeding” of a JDA system, a company can experience the cost of neglect. Short-term impacts are frequent outages, performance degradation, delayed system availability, perpetual firefighting, and loss of confidences in the system’s output data. Long-term impacts include buyer’s remorse, band-aid solutions, costlier future software upgrades, inaccurate results, increased total cost of ownership and the inability to add increment system enhancements.

Both the short-term and long-term effects of neglect were impacting a large consumer packaged goods corporation. They needed expertise to help bring stability to the JDA system and implement industry recognized leading practice techniques for application support. Additionally, the organization required an improvement in communication frequency and content about the overall system health. The client had previously leveraged relationships with other service providers to support the ailing system, in addition to providing ongoing operational support.

In the end the client realized their JDA system was spiraling out of control so they reached to Spinnaker.

The Approach: Spinnaker worked with this client to analyze, improve, and redefine its current JDA support model. After an initial assessment, it was clear that the documentation had not been maintained in over 3 years. Hundreds of unnecessary objects resided in the production system, communication about system errors were rare and often inaccurate, and despite amassing a couple of years of experience, the existing support team did not have the knowledge to support the JDA system.

Spinnaker documented each of these key issues and developed a prioritized task list to drive improvements. Leveraging its proven support methodology, Spinnaker presented a clear and comprehensive plan for keeping the system running and implementing system enhancements. The plan was comprised of a series of goals and milestones necessary to deliver system enhancements on a regular basis. Spinnaker then tied deliverables and timelines to each goal and executed the plan.

Lastly, Spinnaker worked with this client to define a new JDA support model that leveraged more specialized experienced resources. Spinnaker staffed the new support roles with resources with over 10 years of JDA experience to take the system to its maximum potential.

The Solution: Over a 1 year period Spinnaker worked with the client and their outsourced offshore support to stabilize the JDA system and to deliver numerous business system enhancements. To keep the system running, Spinnaker set up weekly meetings with JDA support to resolve pressing software issues. Furthermore, Spinnaker managed the client outsourced offshore support team giving them detailed task list and technical guidance on how to support the system. Next, Spinnaker improved the system documentation necessary to adequately support the system. Much of this standard documentation was missing or never developed. Through the proper combination of documentation, communication, and focus on tickets, Spinnaker and the client achieved system stability in 3 months. Spinnaker then focused its efforts on increasing user productivity, delivering additional system availability to the users, and providing a time buffer in case an upstream data feed was late. Spinnaker was also able to tune previously coded custom scripting and tune JDA base processes, shortening the overall run time of batch schedule.

With the system stabilized and performance drastically improved, Spinnaker led the effort to prioritize, design, and build functional enhancements that had been backlogged for 5 years. The design sessions utilized a collaborative technique incorporating both the business and technical teams. This technique ensured the design fit the technical capabilities of the JDA system and met the long term objectives of the supply chain organization.


The Results: With Spinnaker, the client was able to quickly return to JDA system stability. Even when the system did experience issues, the newly instated process drastically improved the recovery time, thus limiting business impact. The number of open tickets

logged per month decreased by 80% within a 6 month window and the closure time on critical tickets was reduced by over 50%. Business directors' thoughts moved away from concerns like "Will my JDA system be available today?" to "How do I change the system to take advantage of this new business opportunity this fiscal period?" In addition, all major batch schedules were reduced in run time by at least 30%, allowing time to run additional logic. Consequently, the business gave the go-ahead to move forward with business system enhancements that had been identified over 5 years previously that would enable more efficiencies. By providing improved documentation and system performance metrics, the Spinnaker led JDA system care and feeding project had an indirect impact of lowering the cost of the next upgrade project as key project inputs were already developed.

About Spinnaker:

Spinnaker is a supply chain services company that helps clients grow, manage risk, reduce costs, and improve customer service by developing world-class supply chain capabilities. Our services help clients develop the right supply chain strategy for their business challenges and implement the process and technology solutions to improve Demand/Supply Planning, Procurement and Sourcing, Logistics and Warehousing, and Reverse Logistics business performance. Spinnaker offers a unique service delivery model that combines the strength of deeply experienced management and technology consultants with a seasoned team of business process outsourcing (BPO) and 3rd-party logistics (3PL) professionals. Founded in 2002, Spinnaker has offices in Boston, Columbus, Denver, Houston, Memphis, Pittsburgh, London, and Singapore.

Contacts Us:

 Phone: 877-476-0576

 Email: info@spinnakermgmt.com