SPINNAKER
DELIVERING SUPPLY CHAIN EXCELLENCE

Consumer Products JDA Upgrade

Highlights

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- Defined and delivered best-in-class planning processes that could be enabled by a robust planning system.
- Executed on time and on budget within 32 weeks.
- Delivered online screen performance improvements greater than 45%.
- Achieved batch schedule runtime reduction by 60%.
- Improved disaster recovery mechanisms, reducing recovery from days to hours.

The Challenge: A leading consumer processed and packaged goods firm needed to update their technical infrastructure in order to meet new corporate mandates and market demand. The technical infrastructure upgrade called for a new operating system and hardware platform, as well as new versions of their supply chain solutions, such as JDA Demand, Fulfillment and PSO modules.

Beyond requiring a functionally equivalent upgrade, the client also wanted to reduce the number of issues encountered with the current system. Furthermore, the client wanted to replace custom code with core functionality and leverage new functionality where appropriate to obtain incremental business benefits from the upgrade.

The Approach: As the client assessed their resources and capacity in-house, they realized that they had a challenge. They needed specific expertise in order to achieve best-in-class planning processes, as well as the application proficiency to make system parameter changes to execute. Recognizing that Spinnaker had the technical experts to assist them, the client reached out to them for help. Averaging over 12 years of experience across hundreds of JDA implementations, the Spinnaker team could enable them to build a more stable supply chain platform, achieve optimal performance results, and maximize the value of their solution.

Beyond their expertise, Spinnaker reduced the costs and the time required for the upgrade without compromising the quality of the supply chain application. Additionally, Spinnaker resources could identify opportunities to standardize logging, improve overall system stability, increase performance, and reduce system recovery time. The end goal was to reduce issues the client was typically faced with in the current operating environment.

The Solution: Spinnaker worked collaboratively with the client's core team, engaging in a formal yet rapid assessment and design process to document the existing planning process along with incremental, value-added enhancements. In 60 days, the team was able to test this design with a full client data set by taking the following steps:

1. Rated the performance of the existing planning process

   - Evaluated application functionality usage per module
   - Reviewed the scope and detail of documentation available
   - Assessed all disaster recovery plans
   - Conducted performance baselines and examined where additional improvements could be made
   - Documented and tested data feeds from interfaced systems
   - Gauged script quality based on standards and relevance to current business processes

2. Assisted client in making high-level scope decisions

   - Performed analysis of horizontal versus vertical FCST and HIST tables
   - Weighed various technical hardware designs
   - Detailed advantages and disadvantages of implementing new workbenches

3. Developed future state planning processes and business requirements

   - Evaluated the current state of the client's planning processes
   - Reviewed best practices to identify appropriate improvement opportunities
   - Developed a future state roadmap for planning processes

4. Built a new planning environment loading all client data

   - Worked collaboratively as one team to test current planning processes
   - Worked collaboratively as one team to test the future planning processes

The Results: The team successfully delivered the upgraded planning solution on time with better than expected results that maximized the value of the client's JDA solution investment.

Key Process Highlights and Joint Team Accomplishments:

- Delivered batch schedule runtime reduction by 60%.
- Delivered online screen performance improvements greater than 45%.
- Defined and documented over 150 detailed requirements for the business processes.
- Built a new disaster recovery mechanism to allow for full system recovery in hours as opposed to days.
- Enhanced exception management to handle obsolete data.
- Added visibility to promotional data and date-sensitive inventory.
- Implemented a technical platform that provided stability and improved performance immediately with greater scalability.

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.

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