



## Case Study

# JDE Upgrade, Rollout & Support Services for **Large Medical Device Manufacturer**

## Client

The client, a large Danish medical device manufacturer, develops intimate healthcare products and services that make life easier for people, with very personal and private medical conditions. The client deals in ostomy care, urology and continence care, as well as wound and skin care. The company operates globally, selling its products in more than 100 countries, with operating production facilities in five countries.

## Challenges

- ✓ Upgrade to a newer version of Oracle's JD Edwards EnterpriseOne enterprise resource planning (ERP) system to improve business process efficiency through Oracle Premier Support.
- ✓ Reduce IT complexity by running one global instance of Oracle's JD Edwards EnterpriseOne solution that covers all subsidiaries across the globe, involving sales, manufacturing, distribution, and finance.
- ✓ Increase efficiency by consolidating the client's financial operations in their Poland-based business center.
- ✓ Support future growth of expanding urology, wound, and skin care; and chronic care business.
- ✓ Avoid disruptions to business processes and the supply of critical health products to providers & patients during the upgrade project.
- ✓ Harmonize local ERP business processes in different countries and make them more effective.

## LTI Solution

- ✓ JDE 24x7 Production support through Onsite – Offsite Model for:
  - Financial Management
  - Distribution & Logistics Management
  - Manufacturing Management
- ✓ EAM Implementation and Rollout
- ✓ Upgrade from One World XE to Enterprise One 9.1
- ✓ Rollout at Denmark, Hungary, Germany, Spain, Australia, US and China for 2000+ users

## Business Benefits

- ✓ Increased stability of the ERP system significantly after upgrading to Oracle's JD Edwards EnterpriseOne 9.1; reducing business interruptions; ensuring more efficient delivery of critical medical supplies to patients; and improving the work experience for 3,000 users
- ✓ Achieved an agile ERP platform that is ready to absorb future growth in the medical product sector; enables the company to harmonize and increase the efficiency of its ERP business processes.
- ✓ Increased efficiency and reduced IT complexity by consolidating the company's financial operations in Europe to a service center set up in Poland, leveraging a single global instance of Oracle JD Edwards EnterpriseOne.
- ✓ Saved working time by providing a better user interface containing many new functionalities.
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- ✓ Completed the upgrade successfully with no business process interruptions, staying within budget and achieving the desired quality level.
- ✓ Obtained Oracle Premier Support on JD Edwards EnterpriseOne 9.1.

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