

Surtel Technologies

- Case Study -

Outside Operations Implementation
Using JD Edwards ERP Software



Surtel Technologies Pvt. Ltd.
Shagun Tower,
Block No. 317-322, III Floor,
Vijay Nagar Square, A B Road,
Indore - 452010, M.P.
India

NOTICE: Proprietary

This material shall not be used, reproduced, copied, disclosed, and transmitted, in whole or in part to a third party without the express consent of Surtel Technologies.

Surtel Technologies Pvt. Ltd. Tel: +91-731-4069747

Email: info@surteltechnologies.com

Solution Summary

Surtel implemented the JD Edwards ERP system for a global provider of commercial cleaning and hygiene products. The implementation involved replacing a legacy system and improving processes through system automation. The key JD Edwards modules such as Manufacturing, Procurement, Distribution and Finance were configured to process the client's unique business requirements. This Case Study will discuss the two most complex business processes that required Outside Operations.

Solution Profile

Consultants from Surtel contributed to this unique Outside Operations Implementation Case Study.

Conversion from a legacy system into a newer ERP System is always a challenging task. For this implementation, most processes followed the best practices and converted easily into the JD Edwards ERP System. The Outside Operations process was the most complex and involved moving product through a chain of outsourced manufacturing. The first process created product packaging and the second stored and mixed bulk liquid.

Outside Operations for Packaging

- Bottles are purchased from Vendor A and shipped to Vendor B.
- Next, Vendor B labels the bottles and ships them to our client's facility.

Outside Operations for Raw Materials

- Bulk liquid is purchased from Vendor A and shipped to Vendor B.
- Vendor B stores the bulk liquid until required by the supply chain.
- When there is demand for the final mix, Vendor B mixes the bulk liquid and ships it to our client's facility.

One of the challenges the client faced was the legacy system's extensive use of manual inventory transactions. This often led to inventory discrepancies that impacted departments throughout the supply chain. Resolution within the legacy system was to permanently devote resources to the inventory reconciliation effort. This was time consuming, prone to errors and complicated because some inventory information was stored off line on spreadsheets.

NOTICE: Proprietary

This material shall not be used, reproduced, copied, disclosed, and transmitted, in whole or in part to a third party without the express consent of Surtel Technologies

Surtel Technologies Pvt. Ltd.

Tel: +91-731-4069747

Email: info@surteltechnologies.com

Surtel's previous JD Edwards conversion experience was a major factor in the client's decision to partner with Surtel for this project. Surtel led the manufacturing and IT teams in defining the requirements and determining the implementation steps.

The implementation process began with carefully studying the current outside operation scenarios. All aspects of the transactions had to be considered. Financial and inventory departments had to carefully define and manage these transactions. For example: The vendors had to be paid accurately and promptly. The physical location of the inventory had to be accounted for along with the proper accounting of material usage.

The standard JD Edwards outside operations solution was used. However, due to the complexity of the transactions, additional configuration within JD Edwards was necessary. Vendor inventory locations were created to accurately account for inventory. Receipt routing was used to track the movement of inventory between Vendors. The sales order system was setup to automatically generate work orders. Setting up this new order type provided visibility of the demand through the supply chain.

With only a four-week implementation process, our client achieved the following:

- The total numbers of transactions were reduced.
- The entire outside operation process worked faster and smoother.
- The opportunities for human errors were greatly reduced.
- Inventory accuracy improved to the point where inventory adjustments were no longer necessary.
- Inventory was accounted for using one database and individual spreadsheets were no longer used.
- Visibility of the Vendor inventory and tracking of demand within the process was substantially improved.

NOTICE: Proprietary

This material shall not be used, reproduced, copied, disclosed, and transmitted, in whole or in part to a third party without the express consent of Surtel Technologies

Surtel Technologies Pvt. Ltd.

Tel: +91-731-4069747

Email: info@surteltechnologies.com

Distinguishing Feature

Surtel strongly believes in using the base JD Edwards functionality to its fullest extent. We deliver custom configured solutions for every client, incorporating software modifications for strategic process gaps only. Our proven methodologies and business solutions enable our clients to be successful. We are experts at training, mentoring, and knowledge transfer. Our goal is to implement quickly, provide knowledge transfer and turn over support to our client's staff.

This documentation is delivered as is. Surtel makes no warranty as to its accuracy or use. Any use of this documentation is at the risk of the user. Although we make every good faith effort to ensure accuracy, this document may include technical or other inaccuracies or typographical errors. Surtel reserves the right to make changes without prior notice.

Surtel and this publication are not affiliated with or endorsed by Oracle JD Edwards software.

NOTICE: Proprietary

This material shall not be used, reproduced, copied, disclosed, and transmitted, in whole or in part to a third party without the express consent of Surtel Technologies

Surtel Technologies Pvt. Ltd.

Tel: +91-731-4069747

Email: info@surteltechnologies.com