JD Edwards EnterpriseOne Transformational Upgrade

Domtar

Originally known as Burt, Boulton Holdings, Ltd., Domtar, Ltd. was founded in England by Henry Potter Burt in 1848. The company specialized in treating lumber from decay as the booming demand for railway ties and wharf pilings grew in North America and Europe. Today, Domtar has grown into a leading manufacturer of fiber-based products in more than 50 countries with 13 pulp and paper mills in North America, 10 converting sites, as well as 6 personal care facilities in North America and Europe. It is committed to turning sustainable wood fiber into useful products such as papers, market pulp, and absorbent hygiene products.

After combining its business with the fine paper operations of Weyerhaeuser in 2007, Domtar joined forces with Weyerhaeuser's fine paper division to form the biggest uncoated communication paper company in North America. With Headquarters in Fort Mill, South Carolina, Domtar employs approximately 6,400 and has revenues of $5.3B. It is traded on the New York (NYSE) and Toronto (TSX) Stock Exchanges.

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> **Sei Fujikawa,
> COE Supply Chain Applications
> Domtar, LTD.**

COMPANY SNAPSHOT

Company: Domtar, Ltd.

Location: Fort Mill, South Carolina, USA

Industry: Manufacturing

Employees: 6,400 Employees

Products & Services:
- Office Papers
- Printing and Publishing Papers
- Digital & Production Inkjet Papers
- Technical and Specialty papers
- Converting Papers
- Lighthouse® Fluff Pulp
- Papergrade Pulp
- Packaging
- Engineered Absorbent Materials

GSI Solution:
- JD Edwards EnterpriseOne
- User Productivity Kit (UPK)
- DSI
- Bottomline
- Vertex

The Challenges

Domtar faced many challenges as they looked to upgrade to the latest release of JD Edwards. Domtar's original JD Edwards EnterpriseOne implementation from eight years earlier included numerous customizations, which prevented Domtar from being code current with Oracle. Second, the system had stability issues, requiring frequent reboots of the server. In addition, the users disliked the system, there was no disaster recovery plan, and EDI orders were taking longer to process than manual orders. Lastly, Domtar's business model has evolved over the years and now requires an agile system to support its customers across a significant distribution network in the US and Canada. The current implementation was not set up to meet these challenges.

The Results

Domtar chose GSI to perform a hybrid business transformational upgrade to their JD Edwards EnterpriseOne system. GSI's executive team was extensively involved in the due diligence process. GSI also mitigated risks by providing a 100% guarantee. They had an in-depth understanding of Domtar's issues and how to address them, providing KPI's to back up their estimates. GSI also had a more mature delivery processes and had the most technical depth of any company they spoke to; during their evaluation.

After the upgrade was completed, Domtar knew they made the right decision with GSI. "JD Edwards EnterpriseOne now provides the foundation and agility needed to meet the demands of Domtar's customers across its significant distribution network." said Sei Fujikawa, Director, COE Supply Chain Operations. "After upgrading to the latest release of JD Edwards EnterpriseOne which included the elimination of numerous customizations, Domtar is now able to remain code current and is now covered under Oracle support. Domtar also worked with GSI and their GENISYS Performance Optimizer tool to ensure the system would handle future load requirements to migrate the entire paper business orders onto JDE."

In addition, Domtar now has a disaster recovery plan in place that will have them back up and running in 24 hours. The system is now stable after eliminating the old customizations. The usability and efficiency of the EDI order process have improved tremendously. Today, 50% of EDI orders are now processed without manual intervention, and they are working to improve it even more.

For more information:

Contact us today to learn more. You can also email us or call (855) 474-4377.

GSI, Inc.

GSI is a forward-thinking organization that aligns and optimizes your digital footprint with your business goals. We combine our deep business and industry experience with our expert knowledge of enterprise applications, automation, cloud and cybersecurity to deliver secure and flexible systems that allow your business to thrive and not just survive."

GSI's comprehensive suite of solutions includes: AppCare, a 24/7 managed service that includes EaaSy with flexible "on-demand" services and dynamic pricing; GENIUS AI, an Application Intelligence Platform (AIP) for creating application health and user experience monitors; GENISYS, a solution for optimizing system performance; RapidReconciler®, its inventory reconciliation software; GENOME, which automatically Detects, aNalyzes and Automates the process of converting customizations into Orchestrations; and GatewayNow, low-cost, accelerated time-to-value ITSM solution using the industry-leading ServiceNow platform in a fully managed environment.

GSI consulting and managed services are backed by its signature 100 percent guarantee. Founded in 2004, the rapidly growing company is headquartered in Atlanta with worldwide resources. With over 100 employees, GSI consultants average over 15 years of real-world experience and are certified experts in business, industry, and enterprise applications. GSI provides comprehensive 24/7 global support.

Why GSI?

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Sei Fujikawa,
COE Supply Chain Applications, Domtar, LTD.

GSI
Tomorrow's solutions. Today.

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Case Study: **Domtar, Ltd.**