MSX International selects GSI for Their World Software Upgrade

The Company

With decades of experience and more than 5,000 industry experts in 50 countries, MSX International serves as a perpetual pioneer, opening new roads in the retail network and defining human capital solutions. Leveraging expertise in the passionate pursuit of outstanding results, MSX is adept at bringing innovative solutions to their customers and understanding their complex challenges.

Through industry experience, leading talent, cutting-edge technologies, and best practices, MSX serves their customers' business needs to ensure they achieve their goals. The dedicated team at MSX is committed to making their customers' businesses cost-effective, profitable, successful and highly efficient. MSX has been a fixture in the automotive industry for more than half a century. It has created a company that identifies and maximizes opportunities to effectively solve problems and delivers comprehensive business strategies that give their customers a competitive advantage.

> *"I cannot say enough great things about GSI and the strength of the consultants assigned to our project. GSI was able to quickly handle and resolve any issues that popped up along the way from hardware issues to unexpected additional retro-fitting requirement."*
>
> *Peggy Webb,*
> *Project Manager*
> *MSX International*

COMPANY SNAPSHOT

Company: MSX International

Headquarters: Detroit, MI, USA

Industry: Staffing Industry —
Premier staffing supplier to Detroit's
automotive supply chain partners

**GSI
Applications:** JD Edwards World
— Financials
— HR/Payroll
— Job Costing
— BI Publisher
— Web and Green Screen Interfaces
— Dell/EMC
— Database – SQL Server

**GSI
Technology:**   IBM Power Server V7R1
Legasuite Jwalk Gui
RPG and RPG ILE

The Issues

Like many companies, MSX implemented JD Edwards World (World) a number of years ago and continued to leverage the A7.3 version to support their ERP needs. A strong IT team allowed MSX to develop several custom applications as well as major modifications to the core software. As with many organizations with shrinking IT budgets and staff, staying current with JD Edwards releases became secondary to running the business. Eventually they had reached a point where it was increasingly difficult to support the system and receive assistance from Oracle support. Many phantom issues surfaced, making upgrading a priority. Additionally, Oracle announced that extended support for A7.3 version of the software was ending, along with the elimination of the payroll tax update. These limitations highlighted the need for upgrading to the latest release of World as the best path to move forward to ensure completion well ahead of the announced end-of-life dates.

The Process

GSI, Inc. partnered with MSX to perform their first JD Edwards upgrade in over 10 years. This included upgrading the IBM i operating system as well as many third-party products to support the upgrade. In-depth analysis was performed to determine true gaps between the software and custom development. Further analysis was performed to ensure only mission-critical modifications were brought forward into the new release. The upgrade was then split into three parts. Part One was purely infrastructure and technology-based. This included upgrading their IBM Power system to the latest version. Part Two included the installation, implementation and testing of the software. Part Three engaged GSI to assist in many of the retrofitting and modification of existing custom and JDE one-offs to allow for maximum flexibility and support of MSX business systems during the upgrade.

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After successfully upgrading, MSX engaged GSI to develop a quarterly review of the software. This will ensure that MSX stays current with the software, allowing them to react to the constantly changing business requirements in the automotive staff industry.

The Results

The results achieved by GSI really pleased Mike Muraske, CFO, as there was minimal disruption to the business with the JD Edwards World Upgrade Go-Live. In fact, this proved to be the smoothest upgrade experienced by MSX. Initial payroll was completed and submitted on time with no disruption to getting the team members paid.

Various opportunities were highlighted as a result of the enhanced functionality and capabilities of the software that will improve the way MSX processes payroll in the future. Replacement of WorldVision with JWALK web interface was a huge success with remote users in Australia. Users were able to come in Monday morning after the upgrade and perform their jobs with barely any issue or reported errors. MSX took advantage of the new security enhancements in the latest release of World to help not only maintain strong SoD controls but make security much easier to maintain in the future.
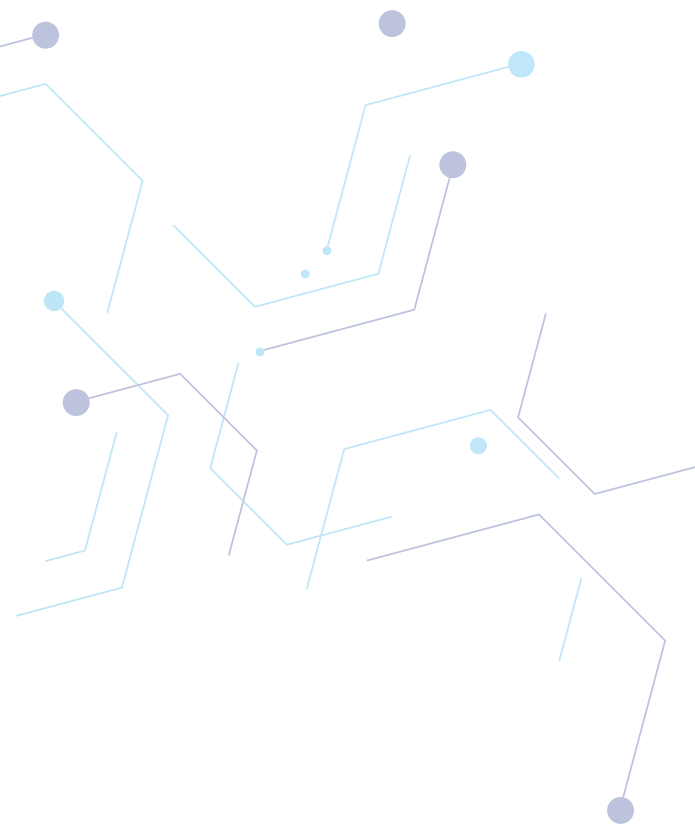
GSI, Inc.

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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Mike Muraske,
CFO
MSX International

GSI
Tomorrow's solutions. Today.

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Case Study: **MSX International**