

Wendland Roofing Solutions Case Study 2005



Wendland Roofing Solutions:

Wendland, based in Gloucester, pre-fabricates and sells bar length components of sun rooms and conservatories using aluminium, pvc and polycarbonate.



The company has 80 staff at one plant and turns over approx. **£15m** per annum.



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In 2002 Wendland implemented J.D. Edwards OneWorld on an Oracle database installed on an Intel platform. When selecting databases, Wendland was part of the CDW group, and Oracle was considered an appropriate choice for a group of this size. Part of the group was sold, however, prior to implementation, with Wendland becoming responsible for its own IT systems instead of having a central IT Department, but the choice of database was retained. Following the start of live processing, the system experienced a number of technical problems that seriously affected performance.

These included:

- Database timeouts and Input/Output errors;
- Failure of OMW package build and deployment (ESUs, Updates and custom modifications);
- Instabilities owing to technical configurations.

Wendland's in-house team lacked both the detailed J.D. Edwards technical skills and the Oracle database expertise to tackle the issues that were arising. After less than a year of use the business had taken the decision to migrate to a SQL database as a more appropriate platform for the size of business and one that could be supported by skills already existing within the company. It was also believed that the issues being experienced with the system would be resolved through the migration to a SQL database.

Wendland knew of Procedo's abilities to diagnose and rectify the sorts of problems it was experiencing and to help change configurations. Grant Robinson, Procedo's account manager, identified that regaining the stability of the system was the main priority. Without tackling this first there was a danger that the existing issues would simply be transferred to the new platform and performance would continue to be an issue. Procedo, therefore, devoted considerable effort to rectifying the problems with the database and then bringing the software up to current release levels. Once this was achieved and the software was performing in a satisfactory manner, the conversion of the data from Oracle to SQL was planned, tested and implemented very successfully.

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Tim Bayes
IT Manager, Wendland

The system settled down and Wendland began to trust the benefits of the OneWorld software to run its business. However the company was mindful of its previous experiences and aware of its lack of in-house expertise and the difficulty in finding available, reputable resource to help. Tim Bayes, IT Manager at Wendland, looked for strategies to address this and contacted Procedo about support services.

Tim had been impressed by the quality of resource provided by Procedo, the timeliness with which that resource was provided and the honest and open approach that Procedo adopted in its dealings with Wendland. He was also appreciative of the way Procedo took the time to understand Wendland's business and how the software was being used. This ensured that no time was wasted explaining the background when Procedo's help was required. These factors were the encouragement Wendland needed to sign up for a support contract from November 2003, the basis of which was a number of days earmarked for technical audits and the application of ESUs and updates. As part of this particular client support contract, Procedo also provided application support, as well as undertaking tailored training for individual users.

Procedo was signed for a second year of support from November 2004. The new contract includes a low-level disaster recovery facility and specific contracts covering MRP, CRM and EDI involving both Wendland and its suppliers.

Tim Bayes reflects that whilst, overall, the original implementation of the software seemed expensive, the recent Database work and ongoing support undertaken by Procedo has paid for itself within 6 months. Tim also comments that Procedo's ability to be flexible in putting together the structure of the support contract, and its willingness to change how the support is actually used has led him to look upon Procedo as part of the Wendland team, rather than a third party. He states, **"I regard the Procedo support contract as my success story of 2004 and look forward to that success continuing over many years"**.