

# Printpack

## Future ready with JD Edwards on AWS



### Printpack

- ▶ Corporate HQ: Atlanta, GA
- ▶ Industry: Manufacturing

### Technology Footprint

- ▶ Oracle JD Edwards E1 9.2

### Syntax Solutions

- ▶ Syntax Enterprise Cloud®
- ▶ Syntax EnterpriseCare®

“*Syntax Enterprise Cloud® provides the scalability that we needed. In addition, the Syntax service model was a perfect fit for our organization.*”

### Christel Craig

Manager, Business Systems

Printpack

### The Original Situation

Printpack is a privately held, industry-leading packaging company developing innovative packaging solutions that deliver a distinct advantage at the shelf, strengthen brand identity in the minds of consumers, and help brand owners optimize speed-to-market strategies.

For over ten years, Printpack has utilized JD Edwards as their Enterprise Resource Planning tool. Until recently, Printpack operated on a single instance of JD Edwards version 9.1, running JDE and many other systems in a dedicated, managed private cloud environment. As their business grew, performance and uptime waned. Their IT team began looking for solutions.

After internal due diligence and consulting from a third-party firm, the team decided to upgrade JDE E1 9.2 and move to hosting on the public cloud simultaneously, “Doing the upgrade while migrating to public cloud made the most sense,” said Matt Garrison, Manager, IT Applications Development at Printpack.

“A proof of concept allowed us to build out our new environment and test it while still running our business on the old systems. We knew from past upgrades that by leveraging data replication tools, we could limit our downtime when it was time to cut-over to our new JDE 9.2 systems.”

Once the green light was given for the simultaneous upgrade and migration, the IT team began their search for a partner to support them along the journey.

## Seeking Maximum Performance with AWS

Printpack had a history of running JDE in the private Cloud and knew that they did not want to bring it back on-prem or insource the project. They recognized the constraints of the onprem model and private cloud models, “We knew that we would never get the same scalability, reliability and high availability of public cloud,” said Garrison. Internally, the IT team received very little resistance on the decision to move to the Amazon Web Services public cloud. However, it was recognized that selecting the right partner was critical.

After researching and interviewing a number of partners and completing a Proof of Concept, Printpack selected Syntax as their partner for their JDE E1 upgrade and migration to Syntax Enterprise Cloud®, powered by Amazon Web Services. “The expertise which Syntax offered with JDE and the fact that the infrastructure backing of Syntax Enterprise Cloud® is AWS, we knew it was the right decision for our organization,” said Garrison. “The great customer service and responsiveness we saw during our POC and the fact that the Syntax EnterpriseCare® monitoring software was included as part of the service offering, really helped in our decision making.”

Syntax Enterprise Cloud® is powered by AWS, the largest cloud infrastructure worldwide. It is also the most scalable, flexible, and secure cloud on the market. These features were what attracted Printpack’s Manager, Business Systems, Christel Craig, to the AWS model, “Syntax Enterprise Cloud® provides the scalability that we needed. In addition, the Syntax service model was a perfect fit for our organization.” Built exclusively by JDE experts for JDE E1 environments, Syntax Enterprise Cloud® is backed by Syntax EnterpriseCare®, the industry leading proactive CNC monitoring tool and secured with compliant military grade data encryption.

## Upgrade and Migration Leads to Improved Performance and Uptime

Together, Printpack and Syntax simultaneously upgraded JD Edwards to EnterpriseOne 9.2 while moving to Amazon Web Services. “Not counting pre-work, from the time we started the actual upgrade and migration process until go-live was about 6 months. This included the upgrade and migration of JDE to 9.2 along with the upgrade and migration of 10 other supporting applications,” said Garrison.

Because of proper planning, the upgrade and migration went very smoothly for a company that is very sensitive to downtime, “Our business is 24x7 manufacturing, so we can’t afford to have downtime. With this in mind, the Syntax team came up with some very creative solutions to minimize our planned downtime,” said Garrison. “They have also architected our system to reduce the possibility of unplanned downtime going forward.”



The upgrade of JDE to 9.2 and migration to AWS has led to improved performance and uptime for Printpack. “We have seen a significant improvement in system performance over our previous private cloud. There has been a major reduction in both planned and unplanned downtime due to the expertise of Syntax,” said Garrison.

The project team at Syntax is thrilled to have another customer reaping the benefits of their new environment. “Together, we were able to exceed the expectations of the Printpack team. Because of their JDE upgrade and move to AWS, they are experiencing improved system performance and uptime,” said Terri Jackson, Vice President of JD Edwards Delivery. “We pride ourselves in taking a proactive approach to helping our customers improve their systems.”



## Accomplishments

The simultaneous upgrade of JD Edwards and move to Amazon Web Services produced the following results:

- ▶ **Improved System Performance.** Quicker access to information, opening up extra time to be used on other projects and business needs.
- ▶ **Increased Uptime.** Dramatically reduced downtime since the upgrade and migration.
- ▶ **Streamlined Support.** One partner to work with and provide support for Cloud, JDE and OBIEE. Elimination of confusion between infrastructure, DBA's and system administrators.

## Upgrade Complete

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## About Syntax

*Syntax is a leading provider of cloud and managed IT services for Oracle and SAP customers. Syntax has been providing comprehensive technology solutions to businesses of all sizes since 1972. Syntax delivers the best combination of software, infrastructure, cloud, security, migration and application management services to meet the needs of its diverse range of customers in a wide variety of industries. Syntax partners include SAP, Oracle, Amazon, Microsoft, IBM and other world-class technology leaders.*