



#### CASE STUDY

# Improved performance and business agility with JD Edwards 9.2 and AWS

Mayer is one of the nation's largest wholesale distributors of electrical products and equipment, connected solutions, lighting, digital tools, DataCom technologies, power distribution and automation & control systems. Mayer serves contractors, industrials, OEMs, integrators, institutions, government entities, utility providers, commercial businesses and residential customers.

#### CHALLENGE

With an older version of JD Edwards hosted at an on-premises, co-located data center, Mayer planned a simultaneous upgrade and migration to AWS public cloud.

#### OUTCOME

A successful project resulted in access to the latest JD Edwards functionality as well as the scalability and flexibility provided by AWS public cloud.

## Mayer Achieves Enhanced JDE Capabilities While Improving Flexibility with AWS

Founded in 1930, Mayer is a privately held, family, and woman-certified owned business with 68 locations across 12 states. They are one of the largest wholesale distributors of electrical products and equipment in the United States.

In late 2019, Mayer was running an older version of JD Edwards hosted at an on-premises, co-located data center. Wanting to access the tools and capabilities available with JD Edwards 9.2, Mayer planned an upgrade to the latest release. To alleviate the expense and workload demands of hosting on-premises, they also planned a simultaneous migration to an AWS public cloud solution.

Mayer first went live on JD Edwards OneWorld in 1998 and has engaged in regular updates to stay current with the product. The daily mission of their IT team focuses on keeping their systems and networks functional and up-to-date so that internal and external customers can have rapid access to data to enable the purchase of Mayer materials and services.

Based on past experiences with Syntax from previous JDE upgrades, Mayer sought out and eventually chose Syntax to manage their upgrade to 9.2. One of the main reasons was the comprehensive, detailed plan Syntax developed to upgrade Mayer's JDE environment from release 9.1 to 9.2 including the migration of their entire system and architecture to AWS. A crucial factor of the plan was the ongoing technical support throughout the upgrade and beyond to maintain high system performance.

## Get Current and Innovate

The primary goal of migrating to JD Edwards 9.2 was to stay current and take advantage of the new tools and enhancements available with the latest release. This includes developer tools such as Orchestrator as well as JDE module enhancements for better functionality. JDE 9.2 also provides the ability to upgrade in smaller pieces moving forward rather than all at once reducing the time, expense, and overall effort of future upgrades.

The migration to AWS enabled Mayer to get out of the server business. They can now scale a server up or down with the touch of a button and the flexibility of backups and restore options greatly enhances their disaster recovery plan. In addition, their AWS solution allows Mayer to support parallel projects, analyze and resolve performance bottlenecks, and re-engineer old processes. All of this increases the speed to deploy new products and services.

The solution implemented by Syntax enabled Mayer to shorten the time to resolve performance issues. The depth of experience, access, and responsiveness enables the entire Mayer IT team to work more efficiently and effectively. The updated and enhanced functionality allows Mayer to easily tackle any project or opportunity the business requires.

## TECHNOLOGY FOOTPRINT

### Oracle

- JD Edwards E1 9.2
- Tools Release 9.2.2.3

### SYNTAX SOLUTIONS

- Syntax EnterpriseCare®  
Monitoring for JD Edwards
- Syntax Enterprise Cloud®  
Powered by AWS
- The Syntax Customer  
Experience Hub (CxHub)

"We are always looking for new and better ways to provide data as quickly as possible, making our customers more efficient and giving them the edge on the competition. Syntax is a great partner with many services available to help you manage your IT environment. I would recommend Syntax to a colleague."

**John Allison**  
Director of IT  
Mayer

## ACCOMPLISHMENTS

The simultaneous upgrade of JD Edwards and migration to Amazon Web Services gives Mayer a flexible, cost-effective, and scalable solution for their enterprise infrastructure environment.

### Improved Support

Ongoing support throughout the upgrade and migration and afterward ensured continued performance and operational excellence.

### Improved Capabilities and Functionality

The upgrade to JD Edwards 9.2 provided access to the latest tools and enhancements increasing system efficiency and effectiveness.

### Improved Flexibility and Scalability

The migration to AWS gave Mayer access to entirely new suite of features and capabilities. The flexibility to scale in real time enables a faster ability to respond to issues and opportunities.

### Improved Disaster Recovery

The flexibility and scalability of the AWS solution including backup and restore options greatly improves Mayer's disaster recovery planning.

"By upgrading to JD Edwards 9.2 supported by an AWS public cloud solution, Mayer was able to improve the efficiency, agility, and flexibility of their JD Edwards ecosystem."

#### Todd Chromzak

Regional Sales Director  
Syntax

"The Syntax solution enabled Mayer to reduce overhead, hardware, and software expense while achieving 99.9% server connectivity uptime."

#### Ryan Frazer

Senior Systems Engineer  
Syntax

"The migration to AWS gets Mayer completely out of the server business and gives us amazing flexibility."

#### John Allison

Director of IT  
Mayer



## WHY SYNTAX

Since 1972, Syntax has been providing comprehensive technology solutions to businesses of all sizes with thousands of customers trusting Syntax with their IT services and ERP needs. Today, Syntax is a leading Managed Cloud Provider for Mission Critical Enterprise Applications. Syntax has undisputed strength to implement and manage ERP deployments (Oracle, SAP) in a secure, resilient, private, public or hybrid cloud. With strong technical and functional consulting services, and world class monitoring and automation, Syntax serves corporations across a diverse range of industries and markets. Syntax has offices worldwide, and partners with Oracle, SAP, AWS, Microsoft, IBM, HPE, and other global technology leaders. Learn more about Syntax at [www.syntax.com](http://www.syntax.com).

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