Harley Davidson Canada Smooths Corporate Transition, Gets Long-Term Strategic IT Advice with Support from Syntax
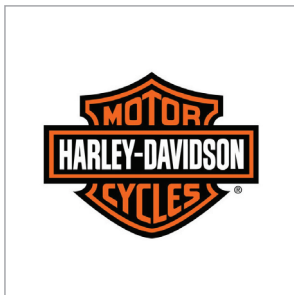
The relationship between Harley Davidson Canada and Syntax dates back to 2005, when Syntax began providing services to the corporate entity that was then responsible for Harley Davidson's Canadian distribution. During this time, Syntax provided consulting support in conjunction with two major upgrades of JD Edwards EnterpriseOne.

In 2015, the company took direct control of its Canadian distribution and established Harley Davidson Canada. Harley Davidson Canada was new to JD Edwards, so Syntax's support was crucial in managing a seamless transition.

Supported since 2005

Customer Profile

Harley Davidson Canada
- Corporate HQ: Vaughan, ON, Canada
- Industry: Distribution

www.harley-davidson.com

Technology Footprint

- JD Edwards EnterpriseOne 9.1
- JD Edwards EnterpriseOne Financials 9.1
- JD Edwards EnterpriseOne Distribution 9.1

Syntax Solutions

- Syntax Managed Services

> "With Syntax, you don't simply get service from a 'resource,' you get comprehensive support from the entire Syntax team. With Syntax's remote CNC Administration for JD Edwards we're able to access the specific skills sets we need when we need them. More importantly, I'm glad I can rely on Syntax for strategic advice to ensure that our IT architecture road map is sustainable and cost-effective."

Paul Cavaliere • IT Operations Director • Harley Davidson Canada

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Harley Davidson Canada gains access to a wide breath of specific JD Edwards skill sets via Syntax's CNC managed services that would simply be too costly to staff in house. Moreover, the company is able to access that expertise when they need it. Syntax's CNC managed services also allow the company to maintain the segregation of duties it needs to establish for security.

Perhaps most importantly, Harley Davidson Canada is able to depend on Syntax as a strategic partner, as Syntax has been able to provide them with a comprehensive overview of its JD Edwards and IBM infrastructures. Working together, the two companies have forged a systems road map that ensures that Harley Davidson Canada's IT architecture remains scalable, sustainable and cost-effective.

Moving forward, Harley Davidson Canada is looking to contract Syntax's EnterpriseCare® monitoring system, which will help them become a more mature IT organization by boosting their use of automation.

Accomplishments

- Secured access to specific skill sets and expertise on an on-demand basis

- Seamlessly managed a transition during a corporate reorganization

- Reduced costs through remote CNC Administration