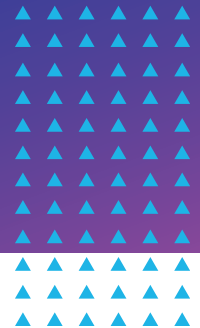


Leading Consumer Packaged Goods Case Study



Customer Overview

As one of North America's largest independent manufacturers of consumer packaged goods, this company specializes in private-label and contract manufacturing for major retailers and brands. Headquartered in Canada, the company develops, formulates, and produces a wide range of household and consumer chemical products, including cleaning solutions. The company works closely with large retail chains and consumer brands to deliver high-quality, cost-effective products that compete with national brands, leveraging its large-scale manufacturing capabilities, supply chain expertise, and product development capabilities to support store-brand and branded product portfolios.

In Canada, their business manufactures private label and branded cleaning products for the retail channel.

Challenges

The leadership team decided to exit the data center business and chose to partner with Syntax to migrate their JD Edwards (JDE) workloads to AWS. In addition to the migration, they faced significant challenges in upgrading their JDE system from version 9.1 to 9.2 while migrating from on-premises infrastructure to AWS. The project was complicated by:

- Incompatibilities between JDE, WebLogic, and thirdparty applications, particularly a third-party integration.
- Incomplete information provided by the client and confusion between their SAP and JDE teams, which delayed project alignment and timelines.



Why AWS

The customer chose AWS for several compelling reasons:

- **Scalability:** AWS offers scalable resources that can grow with their expanding user base and operational needs.
- **Cost Efficiency:** The cloud-based infrastructure allows for optimized resource allocation and reduced operational costs compared to maintaining on-premises infrastructure.
- **Reliability:** AWS provides high availability and robust performance, ensuring that their services remain accessible and responsive to users.
- **Innovation:** With AWS, they can leverage the latest technologies, including AI, machine learning, and analytics, to enhance their platform capabilities and user experience.



Why Syntax

The customer brought Syntax on board to provide Assessment, Design/Architecture, Migration, AWS Managed Services, and JDE CNC Services. The customer partnered with Syntax because of their:

- **Expertise:** Syntax has extensive experience in cloud migrations, particularly with JDE and AWS integrations, ensuring a smooth transition. Syntax also provided post-migration fully managed services for both the AWS infrastructure as well as the JDE environment.
- **Support:** Syntax's dedicated support team provided continuous guidance throughout the migration process, addressing challenges as they arose.
- **Proven Track Record:** Syntax's history of a multitude of successful projects in similar industries reassured the customer of their capability to deliver results.

Project Overview

The migration project began on December 9, 2024, after extensive planning and a recommendation from a partner. The team successfully executed the migration to AWS, primarily using EC2 & RDS, while focusing on optimizing performance and ensuring smooth JDE operations in the cloud.

Key milestones included:

- Engagement with the third-party team to address integration issues.
- A thorough analysis of third-party applications to ensure compatibility.
- Overcoming delays and scope changes to culminate in a successful go-live on March 30, 2026 with AWS and JD Edwards Managed Services ongoing into 2029.



Lessons Learned

Several key lessons emerged from the JDE migration project:

- **Communication is Crucial:** Maintaining clear communication with all stakeholders, including third-party vendors, is essential to prevent misunderstandings and delays.
- **Thorough Analysis Required:** Conducting a deep analysis of third-party applications before migration can help identify potential issues early.
- **Resource Commitment:** Ensuring committed resources from the client side is critical for keeping the project on track and aligned with timelines.
- **Flexibility and Adaptability:** The ability to adapt to changing project scopes and timelines is vital for a successful migration.

Outcome

The JDE migration to AWS represents a significant step forward for the company, positioning it for future scalability and operational efficiency. The project not only resolved immediate challenges but also set the groundwork for future technological innovations.

The CIO stated, "The transition to AWS has not only resolved our immediate operational challenges but has also set the stage for future innovation. We are now better equipped to leverage cloud capabilities for our business needs."

The success of this migration exemplifies the importance of strategic partnerships and meticulous planning in navigating complex technological transitions.

This successful migration underscores the impact of strategic partnership, disciplined planning, and execution excellence in complex transformation programs. Despite timeline extensions related to third-party integration dependencies, the migration was delivered on budget, costs remained within expectations, and system performance surpassed anticipated results.

Results include **99.8% Uptime** availability since go-live, **100% Uptime SLA compliance**, and **100% Response rate** for critical and high alerts.

Syntax's engagement continued beyond migration to include ongoing Managed Services across the customer's AWS infrastructure and JD Edwards environment, including application management, Cloudwatch monitoring, AMI based snapshots and replication, patching, incident response, security, FinOps, and operational support. Today, Syntax manages the customer's full technology stack, delivering end-to-end accountability, operational resilience, and continuity across the business.

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About Syntax

Syntax is a leading global technology solutions provider driving enterprise transformation in the cloud. We help organizations modernize mission-critical applications through AI-enabled innovation, industrytailored outcomes, and end-to-end solutions across strategic advisory, implementation, and managed services. Through our Boutique @ Scale approach, we tailor every engagement to our customers' priorities, blending boutique-level agility and care with the reach and resilience of a global enterprise. Supported by strategic partnerships with AWS and other technology leaders, we empower customers to scale faster, work smarter, and build for what's next. [Learn more at syntax.com.](https://syntax.com)

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