SPINNAKER SUPPORT

CHALLENGE

Because of Oracle's end of support for Wiginton Fire Systems' current release of JD Edwards, they embarked on a JD Edwards upgrade project from their ERP 8 version to EnterpriseOne 9.1 in 2015. Wiginton selected a preferred partner of Oracle to complete the upgrade to E1 9.1. After several delays and substantially higher fees, Wiginton pulled the plug on their upgrade project and chose to move their ERP software to Microsoft Dynamics GP.

APPROACH

During the 18-month transition period to migrate off JD Edwards applications, Wiginton contracted with Spinnaker Support for software maintenance. They reduced their support spend and reallocated funds to other IT projects, such as implementing Global Software to integrate between Excel, Microsoft, and JD Edwards.

SOLUTION

Spinnaker Support provided JD Edwards E1 8.0 support at more than a 60% reduction in maintenance fees and Wiginton Fire Systems leveraged the Spinnaker Support experts who fully supported a production ERP system no longer supported under Oracle's support policy. With Spinnaker Support's highly responsive and comprehensive support processes, Wiginton also made the easy decision to select Spinnaker Support for their data migration project to Dynamics GP.

RESULTS

In the spring of 2017, Wiginton Fire Systems successfully went live on their new ERP applications. The Spinnaker Support consulting team implemented their data integration system between JD Edwards and Dynamics, continued providing support for their historical data kept in JD Edwards E1, and provided invaluable technical advisory services throughout their entire project plan. Wiginton is a great example of how many JD Edwards customers utilize a blend of Spinnaker Support's service offerings to enhance their overall operations.

Client Background

Wiginton Fire Systems is one of the most respected and capable integrated fire protection service firms in the United States. They provide unparalleled 24/7/365 multi-discipline service solutions along with international engineering projects, exporting engagements, and national design build installation. Wiginton's headquarters are in Orlando, FL, and they are 100% employee owned.

INDUSTRY

Fire Services: Fire Alarms, Fire Extinguishers, pre-engineered systems, non-water based suppression, backflow prevention testing and emergency lighting testing.

ENVIRONMENT

- JD Edwards E1 8.0 Service Pack 23
- Platform: Window 2005/SQL Server 2005
- Financials, Distribution, Payroll, Human Resources, Fixed Assets, Contract Billing and Technical Foundation
- Managed Services, Consulting Services, and Maintenance Customer

> *We always received the highest level of service from Spinnaker Support. We had a production down situation late on a Friday evening, received a call back within 15 minutes, and the support engineer stayed with us until the issue was completely resolved at 2:00am. Wish we would have made the move to Spinnaker Support years earlier!*
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> — *Bryan Benton, CIO*

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