SPINNAKER SUPPORT

SYUFY ENTERPRISES

CLIENT BACKGROUND

Syufy Enterprises is a fast-growing, financially strong Marin, CA-based entertainment and leisure company that owns a variety of businesses, including high-end athletic clubs and spas, restaurants, golf venues, shopping centers, public markets and drive-in theaters. Their headquarters is located in San Rafael, CA and Syufy is a privately held company with just under 5,000 employees. The company was founded in 1940.

Affiliated Companies:

- VillaSport Athletic Club and Spa
- Tomatina Restaurant
- West End Drive-In & Public Markets
- Peacock Gap Golf Club
- SyWest Development LLC

THE CHALLENGE

Syufy Enterprises was running their business on an outdated and unsupported version of JD Edwards. They came to Spinnaker Support for assistance to update their current coexistent JD Edwards applications of World A7.3 and OneWorld Xe. Their goal was to end coexistence and migrate all systems onto OneWorld, migrate their iSeries platform to WinTel/SQL, and apply necessary Xe Service Packs and Updates to be certified on the new technology infrastructure. These IT initiatives would better position them to adopt new tools enhancements and leverage outside integration points.

THE SOLUTION

As an extension to Syufy Enterprises' maintenance agreement, Spinnaker Support was contracted to provide application and technical managed services and consulting services to complete Syufy's JD Edwards Platform Migration project. Syufy reduced their IT cost and improved operational efficiencies by simplifying their JD Edwards infrastructure.

With Spinnaker Support's extensive JD Edwards knowledge and experience, the project was kicked off by turning off World and converting all data to OneWorld Xe. Non-coexistent World applications were first migrated to OneWorld, which needed to be completed prior to ending the table dependencies for financial applications in World. Syufy's remaining JD Edwards applications were already running on Xe. Spinnaker Support CNC consultants executed all project activities, successfully migrating the data to a common release level on OneWorld and turning off WorldSoftware. This allowed Syufy to remove their dependency on DB2 and the iSeries Operating System. Spinnaker Support moved to the next phase of the

SERVICES PROVIDED

- Third-party Support
- Managed Services (AMS/TMS)
- Migration

INDUSTRY & ACCOUNT DETAIL

- Entertainment & Leisure

ENVIRONMENT

- EnterpriseOne 9.1
- Tools 9.1.3

FOR MORE INFORMATION

Our case studies give an inside look at the experiences of other companies that have used Spinnaker Support for their SAP & Oracle software support needs. Visit **SpinnakerSupport.com/Client-Success-Stories** to read other client case studies.

project plan to install new server hardware and configurations to optimize performance. With Windows/SQL servers installed, the project team alongside Syufy's IT staff began the platform migration project. Spinnaker Support provided a complete project plan, completed the CNC setup and configuration steps, and installed all 3rd party software; then all applications and integrations were thoroughly tested and fine-tuning system performance.

The final stage prior to cutover was applying all the latest JD Edwards service packs and updates to be certified on the latest technology stack. It was important to Syufy to be better positioned to take advantage of new integrations and tools enhancement. The project Go Live was successful, and the project was completed ahead of schedule and under budget.

> "Spinnaker Support knows JD Edwards and delivers as promised. Their robust knowledge has enabled Syufy Enterprises to surpass our IT initiatives and grow our business. Spinnaker Support led us through our platform migration and made sure we followed the project plan, and kept us on time and on budget."

THE RESULTS

Syufy Enterprises has been a customer of Spinnaker Support since April 2014. They are amongst many of our JD Edwards customers that have taken advantage of Spinnaker Support's multiple service offerings. Syufy trusts Spinnaker Support with their JD Edwards software support maintenance, application and technical/CNC managed services and have engaged in consulting services for multiple IT projects.

Syufy Enterprises has remained a loyal customer of Spinnaker Support and continues to invest in their JD Edwards ERP applications. They recently upgraded to E1 9.1 Tools 9.1.3, which was made possible by their investment in new hardware and architecture.