

Improving System Performance - the inexpensive option was the best option

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In May 2001 Hyundai Motor UK Ltd implemented JD Edwards EnterpriseOne* as its core system to manage its vehicle supply chain and financials. Hyundai Motor UK Ltd, the sole UK importer and distributor of cars manufactured by the Korean company, relied on EnterpriseOne to manage its business processes from importing and warehousing, matching customer orders, through to order fulfilment. Three years on, however, Hyundai found that system performance was becoming a business critical issue.

When vehicles arrived at the company’s Tilbury Import Centre they were taken through warehousing processes, using an RF network and hand held units, to become ‘fit’ stock, ready to be matched against customer orders. Orders were being taken from a network of 160 dealerships and the systems needed to ensure that these orders were fulfilled. EnterpriseOne Financials fully supported these processes as well as handling the financial transactions around parts invoicing and warranty payments. Many complex interfaces existed within these processes, between a number of other systems and third parties.

Within three years of implementing EnterpriseOne, however, Hyundai found that system performance was becoming an issue. Processing interfaces and orders and running simple ledger and vehicle enquiries was becoming very slow. Some interfaces took up to six hours to run and a key report, the debtors’ ledger report, was only run once a week as it took more than 4 hours to process.

System performance had to be improved. Growing sales volumes and associated sales order processing and financial transactions meant it was becoming a business-critical issue. Faced with the two options, either investing up to £100k in a server upgrade (both expensive and disruptive) or using a purging and archiving solution, Hyundai opted for the latter.

When looking for the right purging and archiving solution, Hyundai set several criteria:

- a product that had been developed with JD Edwards
- purge software that had to allow integrities to be maintained.
- a reseller that specialised in both EnterpriseOne and the purging software.



*EnterpriseOne was known at the time of the project as OneWorld



Case Study

Purge & Archive

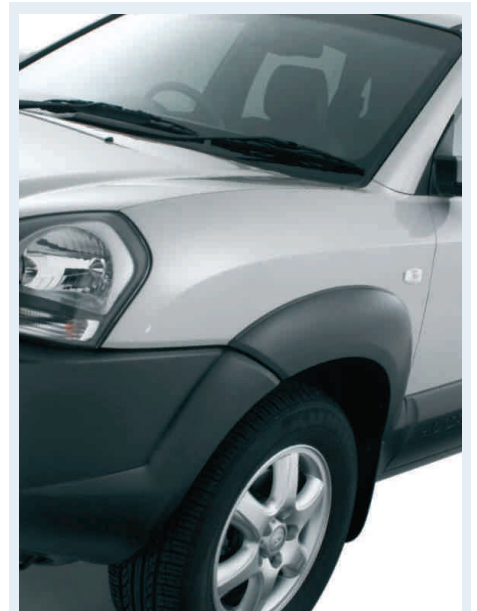
A number of products were reviewed before ARCTOOLS was chosen. The product met all Hyundai's criteria: having a module written specifically for JD Edwards and Whitehouse, as the reseller, has extensive experience of working with EnterpriseOne, both from an applications and a technical point of view.



The decision was taken to start the purging and archiving project with Accounts Receivable, using a project team drawn from in-house resources and Whitehouse Consultants. The in-house staff provided knowledge of the company's processes and systems set-up, whilst Whitehouse provided in-depth knowledge of both ARCTOOLS and EnterpriseOne. After initial testing and training, it took Hyundai staff a matter of days to carry out the purging and archiving activity in the production environment.

As a result of the purging, file sizes were reduced by 30%. Hyundai reported, "Interfaces can be processed in a quarter of the time and we can view our debtors' ledger report each day as it now takes only an hour to run instead of the 4 hours it took previously. The databases haven't shrunk that much as we have a very long transaction history to each vehicle, but as long as we routinely purge then the database will remain the same size, which still has the desired effect."

Once the purging of the Accounts Receivable and related General Ledger files had been undertaken successfully, so that Hyundai 'proved the concept', staff felt they had the confidence to carry out further purges. They proceeded with purging and archiving of the vehicle order files, followed by General Ledger, before moving onto the Distribution applications.



Hyundai's Business Analyst said of the project, "Using ARCTOOLS has given our users the confidence to purge and archive and maintain system integrity - it does what it says on the tin! It has proved to be a simple and cost effective way to significantly improve the performance of the system that is so vital to our business."

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