



J.D. IRVING, LIMITED



## CHALLENGE

As a large JD Edwards customer running payroll that include thousands of employees, J.D. Irving needed a solution to continue receiving Vertex tax and regulatory changes. Vertex ended support for the L Series 3.2.1 version, which required JD Edwards World customers to migrate to their Q Series. Their version of JDE World was no longer under Premier Support and Oracle made the decision to not provide the conversion program scripts required to make the transition to the current version of Vertex payroll tax software.

## APPROACH

After researching third-party support options, J.D. Irving selected Spinnaker Support. Spinnaker Support was the only company to offer the required Q Series Integrator, which allows payroll to integrate with Vertex's only supported version of Canadian Tax calculations. J.D. Irving not only needed the Q Series Integrator, but also ongoing tax and regulatory support for fixes and annual year end processing.

## SOLUTION

Spinnaker Support provided the JD Edwards World Vertex Q Series Integrator and helped implement and test the solution; meeting the cutover deadline for their production payroll environments. J.D. Irving leveraged Spinnaker Support experts who fully supported a production ERP system no longer supported under Oracle's support policy and provided required year end processing updates. J.D. Irving has been able to reallocate cost savings into future projects, since they have no plans to upgrade all their JD Edwards World environments. Instead, their future IT initiative is to standardize all their environments on EnterpriseOne 9.1 along with several existing production E1 environments.

## RESULTS

Full support for JDE World A7.3 and Vertex Canadian Tax calculations are now fully utilized for thousands of employee's paychecks. And, with direct access to Spinnaker Support's Account Support Lead and RPG programmers, they now have an extension of their IT department to troubleshoot, design and test customizations integrated with JD Edwards. As they continue to expand their operations, J.D. Irving has the option to add additional consulting services for IT projects that were previously outsourced; taking full advantage of Spinnaker Support's blend of JD Edwards service offerings.

## Client Background

J.D. Irving Limited is a privately-owned conglomerate of companies spanning several industries: forestry, paper products, agriculture, food processing, transportation, and shipbuilding. The company is headquartered in Saint John, New Brunswick and was founded in 1882. They have since grown to over 15,000 employees, with products and services covering Canada and the New England area.

### INDUSTRY

Forestry, Transportation, Shipbuilding, and Consumer Products

### ENVIRONMENT

- JD Edwards World and EnterpriseOne A7.3.11-HCM, Payroll, Financials, and Foundation
- Hardware: iSeries V5R4
- Language: English
- Integrations: Vertex, ReportsNow
- Q-Series Integrator and Tax and Regulatory Support

“*Making the decision to move to Spinnaker Support was quickly proven as the right choice; their quick response times and attention to resolving issues in a timely manner. Having direct access to our ASL and developers, made our integration to the Q Series smooth and successful.*”

— Brad Coombs, Senior Programmer Analyst

