



# Electrolux

## Electrolux Group Streamlines ERP with Spinnaker

### THE CHALLENGE

#### Managing Oracle and JD Edwards cost at Electrolux Group

Electrolux Group, a leading Swedish appliance company that employs more than 45,000 individuals around the world, generating 135 billion kr (\$12.5 billion) revenue a year (2023) by focusing their efforts on increasing operational efficiency. As market conditions remain challenging, Electrolux Group finds it essential to stay agile and ready to adapt to rapid changes in our environment. One of the main priorities for Electrolux is to finalize the implementation of a leaner organization and deliver on cost-reduction targets to return to profitable growth. With sharpened strategic focus and further steps to reduce costs, Electrolux Group felt it was time to move away from their expensive maintenance support of legacy Oracle JD Edwards software where the footprint was reduced over past years, and to find a better-suited alternative for years to come.

This transition would require not only a new ERP system but also a shift from the original product manufacturer support model to a third-party provider that would support their legacy systems as well as ensure their business continuity and legal compliance.

### APPROACH

#### Supplier Research and Confidence Building

Electrolux Group's Global Service Manager, Abhijit Ghosh, had learned about third-party software support years before and wanted to evaluate Spinnaker Support and its competitors to

see how the industry had changed over the years.

His end goal was to find a provider that would maintain high-quality service, meet legal requirements, and offer significant cost savings. After careful deliberation, Ghosh chose Spinnaker for its strong technical knowledge, deep understanding of Enterprise ERP systems, and its vastly reduced support costs as well as flexibility and understanding of Electrolux requirements.

### SOLUTION

#### Seamless and Expert Support

Since partnering with Spinnaker, Electrolux Group has experienced exceptional support for its legacy JD Edwards ERP systems.



**ABHIJIT GHOSH COMMENTED:**

“Implementing the Spinnaker service was seamless. Our legacy systems are modular and so easy to customize. The product vendor will not touch customized systems, but Spinnaker will. The regional teams managing the systems are extremely happy with the support they are receiving, and they see no need to have a dependency on the product vendor as such. Additionally, Spinnaker has offered valuable consulting services, including an occasion where a small but critical system needed changing. After a few calls with Spinnaker, an engineer was assigned to develop new code to meet the complex business requirement.”

**RESULTS****Cost Savings and Increased Confidence**

Electrolux Group’s successful collaboration with Spinnaker Support has not only resulted in a cost savings of more than 80%, but it has also built confidence within the organization. Their IT department has given extremely positive feedback, applauding Spinnaker’s approach for helping them achieve continued success and operational excellence. Electrolux IT is willing to explore other avenues to engage Spinnaker Support in future.

**INDUSTRY AND ACCOUNT DETAILS:**

- **Industry:** Home Appliance Manufacturing
- **Customer:** Electrolux Group
- **Global Location:** Sweden

**SUPPORT DETAILS:**

- **Type of Support:** Third-Party Support for Oracle and JD Edwards systems
- **Services Provided:** Legacy system support, legal compliance maintenance, custom code support, consulting services

