



Client Profile

Industry: Global Manufacturing Company

Size: 100 employees

Revenue: \$50-100M

Environment: JD Edwards EnterpriseOne 9.1, DSI, Unibar, PCMillar

Challenge

Following the implementation of JD Edwards in 2014, customer relied on a full-service JD Edwards hosting and support organization to manage their enterprise infrastructure and applications.

“At first, service was as expected, but after a few months, it was clear we weren’t a priority, and the quality of service was just not there. Requests were being incorrectly marked as complete by first level resources and rather than address the quality issues, our provider just added account managers and service delivery managers to our calls. It was frustrating, we felt stuck in our contract, and didn’t know where to turn,” said the COO.

The customer was planning significant investments in warehouse automation, integrations, and analytics, but didn’t have confidence in the skills of their provider to meet the needs. The inability to work with their provider and not knowing where to turn caused them to pause their initiatives.

“We noticed skilled, veteran resources were leaving our provider and going to Main Street, so we reached out to Main Street to see what they could do,” said the COO.

Solution

The solution was clear. Utilizing a “lift and shift” approach, Main Street could quickly migrate customer’s enterprise infrastructure to a more secure cloud environment with very little impact to the business. Coupled with senior-level expertise in infrastructure, database, and JD Edwards (CNC and applications), customer was provided with a complete application support solution.

Main Street quickly developed a plan to migrate the enterprise footprint from their existing provider in under 60 days. The entire process required very little involvement from the customer, allowing them to continue to focus on their business.

“While we did experience a high level of obstruction from the incumbent provider, we are proud of our teams’ success in migrating this customer quickly, and with very little impact to the business,” said Matt Bender, CEO of Main Street.

Result

“We couldn’t be happier. Outstanding service and lower costs, we should have done this sooner,” said the CEO.

Main Street delivered a more secure and reliable cloud solution, senior-level infrastructure, database, and CNC support at a fraction of the price. Further, it instilled the confidence for the customer to collaboratively embark on their digital transformation journey, including upgrading JD Edwards, integrating an autonomous warehouse system and implementing a real-time analytics solution.



25% monthly
cost savings

>99.99%

system availability



Average request closure
in under 30 minutes