

Data Migration Case Study: Sun Products



Longbow Advantage Designs and Executes Seamless Data Migration for Five Sun Products U.S. Distribution Centers and Plants

The Company

Sun Products, based in Wilton, CT, is a leading provider of laundry and dish detergents, fabric softeners, and other household care products.

The company manufactures and markets a number of well-established and nationally advertised brands including All, Wisk, Snuggle, Surf and Sunlight. Sun Products also produces laundry brands for major retail chains across North America.

The company has won numerous awards for its focus on the health and safety of its employees, and for its initiatives in environmental sustainability.

Sun Products has a workforce of 3,400 with annual revenues in the range of \$2 billion USD.

In September 2016, Sun Products was acquired by German manufacturer Henkel.

The Situation

Sun Products was using an outside provider to host the JDA WMS systems for five of its U.S. distribution centers and plants, located in Utah, Kentucky, and Tennessee. When the company saw an opportunity to reduce

its hosting costs by moving to a different provider, it decided to make the switch.

This meant that the five JDA WMS applications and all of their associated data had to be migrated from the old hosting environment to the new one.

Sun Products' top priority was that the data migration be completed on schedule, and without any business disruption beyond a minimal amount of pre-planned down time.

Looking for a service provider with a high level of technical expertise and deep experience in JDA WMS systems, Sun Products selected Longbow Advantage to lead, design, and execute the data migration project.

The Challenges

Data migration is a mission critical operation that carries substantial risk.

During the actual transfer of the data, operations are shut down and must come back up in the new hosting environment with the application running properly. This includes all the data being in the right place and in the correct format. Any problems can result in a significant amount of disruption. In the worst-case scenario, functionality

can be completely lost for a period of time. Longbow's mandate was to get it right the first time, without disrupting Sun Products' distribution center and plant operations.

Also, this project included coordination with a number of different parties, including Sun Products, the outgoing hosting provider, and the incoming hosting provider. And it all had to be done in a short time frame, with no margin for error.

“This was a migration that had to be done perfectly to avoid business disruption. Longbow delivered with excellence.”

– Michael Auslander, Chief Information Officer, Sun Products Corporation

The Process

Longbow designed and executed the data migration from start to finish.

The approach Longbow took was to minimize risk, while maximizing speed and accuracy. The company's ability to execute quickly helped Sun Products meet its tight internal deadlines for the project.

For each of the three distribution centers and two plants, Longbow installed the JDA WMS system onto the new host's servers. Longbow's extensive experience in JDA WMS installations enabled it to install the applications quickly and problem free.

To mitigate the risk inherent in data migration, Longbow took a “like for like” approach to the JDA WMS installations. This meant that the servers in the new hosting environment were set up as closely as possible to the configuration of the servers in the old hosting environment, without any server consolidation. That way, any problems that might arise would be far easier to identify, isolate, and resolve.

The main technical aspect of the project was reconfiguring the JDA WMS instances. For each of the five sites, there were six instances: warehouse/workforce management, event management, workforce model, archiving, recall, and report server. Two instances, hub migration and LENS, were shared across all sites. Each instance had data and a code base associated with it that had to be migrated without being changed or modified in any way.

For each of the instances, Longbow did the set up and installation. The data was then retrieved from the outgoing hosting provider.

With their knowledge of JDA WMS's data structure, Longbow then wrote scripts to reconfigure the instances so that all the technical requirements for the data were in place, and all the instances worked properly and communicated with each other.

Longbow's approach also called for a mock migration, which involved running through an actual data migration, but without going live on the new servers. This provided an opportunity to see if any steps were missing or any parts of the process required tweaking.



The Results

Longbow completed the project in just over four months, ahead of schedule and under budget.

The five sites were rolled out over a six-week period. After the initial migration, there was a week's pause to ensure that everything was working properly before rolling out the other four distribution centers and plants.

For each site, the actual migration of data was started on a Sunday morning and finished that same night. There were no problems, other than minor issues that were resolved on the spot, and the data for all five sites was successfully migrated.

Longbow also migrated archived data from a number of sites that Sun Products had previously shut down.

All the stakeholders viewed the project as a complete success. Sun Products is enjoying

its cost savings after a seamless and virtually problem-free data migration, and looks forward to using Longbow Advantage for its future WMS projects.

Sun Products trusted Longbow to get the job done, and you can too. Contact us at 1-888-904-4005 or email info@longbowadvantage.com to learn more about how Longbow Advantage can assist you with your WMS.

“The Longbow team worked hand in hand with the Sun Products team to ensure we delivered on time. It is clear Longbow takes pride in their work and truly understand the JDA WMS system.”

– Michael Auslander, Chief Information Officer, Sun Products Corporation

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