

# Thirdware powers Regional QAD Consolidation for Automotive Major

## COMPANY

As part of the aggressive growth in Asia Pacific region, Ford Motor Co launched QAD's MFG/PRO for most of its emerging plants in order to quickly deploy the application. These applications (from 1995 to 2000) were hosted out of the local market server and implemented with the version which was latest available at that point of time. With the result MFG/PRO application was distributed across the region with different version running locally.

## CHALLENGE

In 2001 Ford Motor decided to consolidate all these instances of QAD in single hosting location and migrate application from their existing version to QAD eB2. Ford also decided to setup a regional hosting centre in Singapore to host all their regional application. Additional challenges were due to markets having varied hardware platform which needed to be migrated off to standard Sun Solaris environment in Singapore.

## SOLUTION

Thirdware was chosen as the partner to help deliver the Automotive Major's "QAD Consolidation" initiative. The choice took account of Thirdware's relevant in-depth knowledge of MFG/PRO and expertise in processes, combined with successful experiences in delivering similar consolidation projects in the past.

Ford Motor Co and Thirdware team designed the following strategy to execute the QAD consolidation initiative:

- Standardize all business processes across the region.
- Reduce QAD IT costs with centralized resources and infrastructure.
- Better maintenance and ongoing support through a dedicated central support Desk.
- Migrate from local servers to Data Centre in Singapore.
- Standardize to one common version across markets.
- Replacement of legacy systems through standardized model roll-out.
- Standardized Compliance routine centrally handled for the application.



**Company**  
Ford Motor Co

**Location**  
Asia Pacific Region

**Industry**  
Automotive Components

**PRODUCTS:**  
Passenger and Commercial Vehicles

**SOLUTION:**  
QAD MFG/PRO version eB2

**SUMMARY:**  
Consolidation of multiple site / countries MFG/PRO servers into single server in Singapore

Version Migration to have common version on central server (eB2)

Centralization of key functions

New Site launches

**MODULES:**  
Distribution, Manufacturing, Financials, Certain Country Specific Localization modules

**SITES:**  
Forty Five

**NO. OF USERS:**  
3500+

**PLATFORM:**  
Sun Solaris



The project consisted of three distinct phases.

- I. Transition of support to central QAD Help desk (TRANSITION).
- II. Infrastructure centralization - centralizing the server and applications (MIGRATE).
- III. Business systems renewal – Replacement of legacy system in matured market with standardized QAD model (RENEWAL).

### PHASE I – TRANSITION OF SUPPORT TO CENTRAL QAD HELP DESK (TRANSITION)

1. Transition the existing environment to central help desk.
2. Provide SLA based support for standard product and market specific customization.
3. Custody of entire customizations done across region on an as-is basis.
4. Centralized Change management post transition to help desk.

At the end of this exercise all markets were supported out of the central QAD support desk out of India.

### PHASE II – MIGRATE TO CENTRAL SERVER IN SINGAPORE (MIGRATE)

In conjunction with the transition to central help desk, migration of various existing QAD instances were carried out to central hosting facility in Singapore. The versions migrated were 7.4H, 8.4H, 8.5F, 8.5E and 8.6D.

As a part of this migration phase, each of the QAD instance existing in various markets, were migrated to common eB version at the same time they were hosted out of central Sun Solaris box in Singapore. Each of the site instances was migrated as individual databases as it existed in their local server. As part migration process customization rationalization was done to remove redundant codes and re-engineer programs to perform in centralized environment. Only one version of the standard software was installed with site specific customization being kept separately. Country specific localization module were also migrated along with the server consolidation and version migration. In summary the activities involved in the migration phase were:

1. Version Migration from existing version to eB
2. Server / Platform migration from existing platform to Sun Solaris
3. Consolidation of Server
4. Environment standardization.
5. Custody of code and version management in PVCS
6. Centralized License management
7. Local server retirement
8. Compliance related activities
9. Possibly transition to Back office accounting centre
10. Standardized customization / integration across region wherever possible

### PHASE III – BUSINESS SYTEMS RENEWAL (RENEW)

There were existing markets in the region which were using legacy application for many years and were moved to regional QAD model in a phased manner.

**PROJECT EXECUTED FROM:**  
Chennai, India.

**HOSTING CENTRE**  
Singapore

**COUNTRIES MIGRATED**  
Australia, China, India, Indonesia, Japan, Malaysia, New Zealand, Philippines, Singapore, South Africa, South Korea, Thailand, Taiwan and Vietnam

**NUMBER OF DATABASES**  
175+

**DB LANGUAGES SUPPORTED**  
English, Chinese (Complex and Simplified), Japanese, Thai, Korean

### PHASE III – BUSINESS SYSTEMS RENEWAL (RENEW)

There were existing markets in the region which were using legacy application for many years and were moved to regional QAD model in a phased manner.

There were very mature markets in the region but using legacy mainframe application. These were replaced QAD model hosted out of Singapore server. This also included certain green field markets which were coming up during the period which were also implemented with standardized model applicable for the type of business they were running.

1. Identify suitable model for the market
2. Implement QAD model hosted out of Singapore
3. Transition support to Central help desk post implementation
4. Implement centralized functions like back office accounting, Security and control Organization, Program and migration control group (for production deployment), etc.
5. Streamline the operational / business process across region on QAD (Continuous improvement)

#### RESULTS:

- 45+ sites moved to Data Centre in Singapore resulting in significant savings in infrastructure costs.
- All markets moved to common versions (eB and then eB2) resulting in significant savings in license management.
- Entire Asia Pacific region on Central Help Desk resulting in significant savings in support cost with SLA based support
- Systematic roll out and implementation with no cost and time overrun till date.
- Regional Compliance to SOX through identifying gaps and fixing the same regionally
- Regional Security and control review programs for the application
- Regional Security and control organization setup to ensure compliance on access security
- Standard Integration with Corporate Systems across the region
- Standard customization across region for various modules like Project control module, Requisition module, tracking module, Warranty Module, etc.

#### BENEFITS

- IT Cost Savings – Reduced hardware costs, Reduction in custom codes by 40%, Reduced helpdesk calls
- Improved Operational Excellence by standardization of business processes
- Effective allocation and use of resources, increasing flexibility to business change and growth through greater ability to absorb increased volumes

#### ABOUT THIRDWARE

Thirdware is a global IT services and outsourcing firm committed to helping clients utilize best of breed technologies to achieve sustainable competitive advantage. Utilizing leading edge collaboration software, Thirdware delivers an integrated suite of world class enterprise applications that are affordable, scalable and manageable.

*Study prepared by Thirdware in cooperation with Ford Motor Co*

