



Customer Name
NICCA USA, Inc

Location:
Greenville, SC, USA

Industry:
Chemicals

Products:
• High performance textile
process chemicals

Partner:
ITCROSS

Description of the Success Story

Business Situation. Nicca Japan decided to go global with JD Edwards in 2014, and one of its main affiliates is Nicca US. The branch opened some question marks and risks due to the obvious time zone difference. Additionally, HQ was also delivering new business best practices and standardization, that had to be addressed in the US roll out project, and leaving the idea of a simple global model deployment a bit behind.

Project highlights and challenges

- Complex implementation team, formed by Nicca Japan decision makers, Japan system integrator in charge of Global Model deployment (Nakamoto&Associates), and Nicca US team and ITCROSS team.
- Financial, Distribution and Manufacturing modules were implemented.
- Roll-out project without localizations, but with many local business requirements, that had to be solved in the Gap Analysis phase.
- Language barrier between HQ, branch and ITCROSS has been a challenge in this project, and it could be handled for avoiding communication issues.
- New business global rules were issued in the middle of the project, and had to be analyzed and applied in Nicca USA.

Successful results:

ITCROSS, Nicca, and Nakamoto&Associates together could achieve this successful JD Edwards deployment in Nicca USA, handling the different challenges of the implementation in a highly professional way to get the best results.

Solutions

- JDE Enterprise One 9.1

“ITCROSS came into our implementation, midway through the project, facing significant challenges in order to achieve the required outcome. With a staff of experienced project managers and JDE developers, ITCROSS quickly got our implementation back on track and led us to a successful Go Live. Working remotely from Argentina, ITCROSS staff were available 24/7 and formed the close relationships with our team needed for his type of project. We were the first company out of 14 sites in our global organization to succeed! ITCROSS was there for us during implementation and are still there for us as we continue to run JDE E1.”

Brian Moore, IT Manager Nicca US