

CIRCLE K AND THEIR CONTINUOUS ADOPTION STRATEGY

JD Edwards on Oracle Cloud Infrastructure



Completed Within The
Set Budget



Minimal Disruption



Delivered On Time



Circle K Europe serve more than 1 million customers every day. In total, Circle K's European operation covers more than 2,700 stores, the majority of which offer road transportation fuel and convenience products, in addition to unmanned automated commercial road transportation fuel service-stations.

The company has around 15,000 employees across Europe with users of JD Edwards across multiple modules such as Order to Cash, Procure to Pay, Fuel & Stock, Transportation and Retail. The platform has more than a hundred integrations and web services to other systems and circa 160TB of storage in Oracle Cloud.



CUSTOMER CHALLENGE

Circle K Europe had been running JD Edwards 9.1 as their core ERP in a third-party data center for several years. The environment was heavily customized with complex integrations with other systems such as portals, POS, card systems and BI/EPM.

Since 2016 Circle K had been implementing a series of “back to standard” initiatives to remove customizations from the ERP. To accelerate this process and to remain on Oracle’s Premier Support, the decision was taken to upgrade to the latest release of EnterpriseOne 9.2 to take advantage of the latest tools available from Oracle while simultaneously migrating the entire system to the Oracle Cloud Infrastructure Gen 2 platform.

WHY CIRCLE K CHOSE REDFAIRE INTERNATIONAL

ADAPTABILITY AND TECHNICAL EXPERTISE

Redfaire International has a long history of delivering quality service to Circle K Europe.

- Proven trusted partner and advisor
- Several years of business improvement and back to standard projects already delivered
- Deep knowledge of business processes
- Key contribution to major project successes (e.g. rollouts, OCI, 9.2 upgrade, acquisition integration)
- Expertise of Circle K’s technical platform including Oracle Cloud Infrastructure
- Continuity of service, no disruption / transition time and cost
- High staff retention and strong cultural fit
- Established working relationships
- Oracle Executive sponsorship and relationship

“Redfaire International took a key leadership role in the team that upgraded us to 9.2 and moved us to OCI at the same time, with no fuss or hassle. Their Code Current as a Service layer means that we will always be on the latest version of JD Edwards and are able to take full advantage of the new tools and innovations coming from Oracle.”

Kari Øien, IT Director ERP & HR
Circle K Europe



OUR SOLUTION

Redfaire International proposed a collaborative 4-phase approach which would minimize business impact, shorten the total project time, and deliver all business and IT requirements.

- **Phase 1 – 2019.** Move to OCI Gen 2 and upgrade to 9.2 simultaneously minimising disruption and consolidating test cycles. Rehost, re-platform and refactor.
- **Phase 2 –2020.** Tools release upgrade.
- **Phase 3 – 2021.** Application Management SLA renewal process incorporating:
 - Code Current as a Service tools release upgrades, ESU impact analysis and customisation retrofit (leveraging DWS Dimension)
 - Security as a Service (SOD and role management leveraging QSoftware)
 - Data Management as a Service (archiving, data retention and GDPR leveraging Datawaire)
- **Phase 4 –** On going continuous adoption upgrades to stay code current and benefit from new tools upgrades.

RESULTS

Thanks to deep collaboration between Redfaire International, Circle K and other IT stakeholders over an eight-month timeframe, the 9.2 upgrade and move to OCI Gen 2 were smoothly implemented with minimal disruption, on-time, and on-budget.

As a result of the upgrade to 9.2, Circle K were able to align with Oracle's continuous delivery model that provides incremental innovations to the JD Edwards application and releases on the most current code-line.

Redfaire International's proactive approach to application management delivers rapid adoption of Oracle delivered technology and functional innovations to quickly realize business benefits and transform digital business.

Having access to the latest Oracle JD Edwards tools and features has encouraged more progressive use of orchestration internally and delivered positive business results from strategic automation projects.

The business is leveraging an on-demand Managed Services and IaaS model which will reduce OPEX costs in the future, while the system benefits from being hosted in a faster, more secure and robust Cloud infrastructure. The team has reported significantly more efficient usage of OCI services, with higher performance compute and the number of cores reduced to half.

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