

Opus Case Study



ACME BRICK COMPANY

A Berkshire Hathaway Company



Scott Moran
Enterprise Architecture Manager



Opus was also the clear choice on UPK conversion, in testing and security. Only Opus had the UPK conversion capability we needed which was a major factor for Acme Brick



Key Results

3 WEEKS

Implemented Opus
in under 3 weeks in
2023

20 YEARS

Used UPK for
nearly 20 years

500+ UPK

Oracle UPK content
files salvaged and
converted





Highlights at Acme Brick include

- Opus is now the JDE end user support platform for all staff
- Replaced all UPK in 2023 in under 1 day
- Acme Brick have created over 500 Documents and counting
- Acme Brick have SME Users creating and maintaining Opus content
- Opus supports all languages needed



Acme Brick, a Berkshire Hathaway subsidiary, was founded in 1891 and produces and distributes building materials for its construction customers in a variety of colors, shapes and sizes. It operates more than 20 brick manufacturing plants, and additionally manufactures all-brick wood burning fireplace systems. Acme Brick operates a family of companies, including American Tile Supply, Featherlite, IBP Glass Block Grid System and Texas Quarries.

In 2022, Scott Moran, the Manager of Enterprise IT Systems was tasked with replacing the Oracle UPK user help solution as it would become unsupported by Oracle by the end of 2022 and Acme needed materials to support their employees using JD Edwards and other key applications. Acme had been using UPK for nearly 20 years and had 500+ UPK Help Topics created. Moran considered tools such as Whatfix, TTS, Ancile uPerform, Datango, Adobe Suite and Camtasia but selected Epilogue Opus. Throughout the process, he was assisted by their internal UPK Team.

Salvaging UPK content was a primary focus but Moran also wanted Acme to become self-sufficient in the creation of in-application help and guidance for their JDE users in Finance, Human Resources and Supply Chain Management as well as other critical applications in their environment. Moran knew that one of the most important aspects for their new Digital Adoption Platform was the ability for easy content creation and maintenance as well as in-application availability of that content so users could effortlessly access the help and guidance needed to perform their application tasks correctly and productively.

Having used Oracle UPK extensively for 20 years, Acme Brick were able to implement Epilogue Opus in under 3 weeks in 2023 and have Business Units' Subject Matter Experts creating content in Opus. Acme intends to continue to pursue progressive change management and change communications and see Opus being a part of that as there are no restrictions on using Opus with their other critical applications.

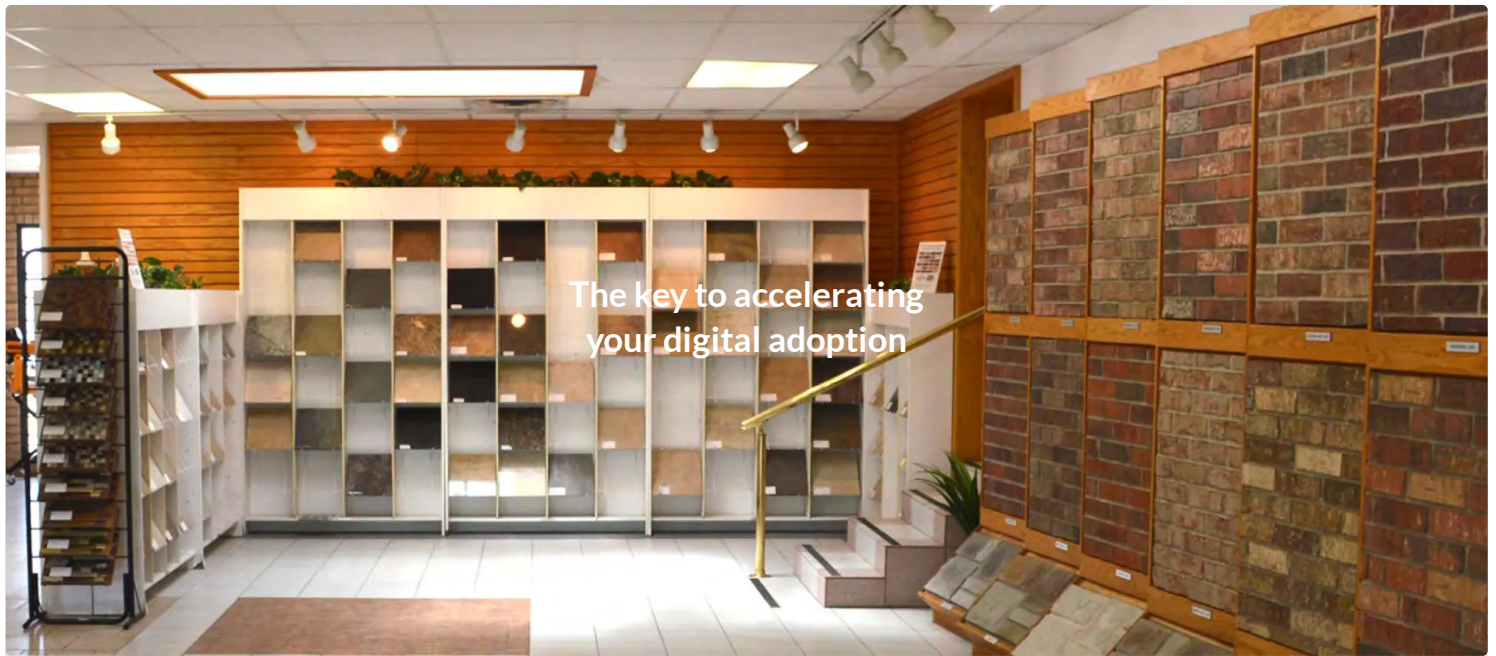


In assessing the different Digital Adoption Platforms, Moran stated, "We took the advise of the UPK experts at Epilogue and tested all offerings thoroughly. Because Opus was the only tool that could easily convert our UPK content in bulk and transform that content into fully editable Opus content, Opus easily checked off that critical criteria. Also, Opus is

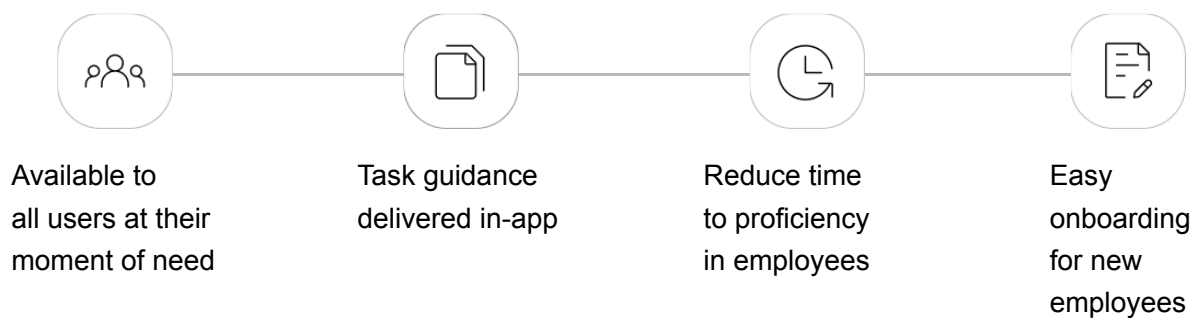
100% cloud with the power and security of AWS behind them.” Moran continued, “Opus is so easy to use, it allows us to have a lean content development process, using SMEs to quickly author the content, then my Team reviews, edits and publishes from one screen and all the Opus content and outputs are generated at one time, automatically.”

Moran finished by saying, “The Acme Brick IT Team were involved at every step. Their focus was on keeping all system data and information safe, and their due diligence indicated Opus met their standard. Opus was the clear choice for all our criteria.”

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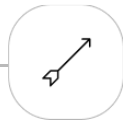


Acme Brick had several Key Business Objectives including the following highlights:





Reflects actual
deployed
system and
processes



No end user
disruption
migrating from
UPK

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Michelman Inc



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Canon medical

**Increase user
productivity**

**Reduce business
cost**

**Enable customer
success**

**Schedule a call with one of our
digital adoption specialists.**