

Opus Case study

Epilogue Systems

CIRCULAR EDGE



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Key Results

3 WEEKS

Implementation Time

14 out of 28

Languages Used

UPK+

Efficient Migration of
UPK Content



Highlights include:

- Opus is now the JDE end user support platform for all staff
- Replaced UPK in 2023 in under 3 weeks
- IT Applications include JD Edwards, Salesforce, & HCM
- Over 800 UPK Documents converted in minutes to workable Opus Content
- Now using Opus Follow Me for live In Application Support
- Opus will support multiple languages including, Thai, Chinese, Portuguese, Spanish and English
- Customer estimates an ROI of over \$45,000 in year 1 in replacing UPK with Opus

Circular Edge [CE] is an award-winning business advisory and consulting services provider specializing in Oracle SaaS Applications (ERP, EPM, HCM, SCM), Cloud Infrastructure, JD Edwards, Oracle CX and NetSuite.



Circular Edge Oracle UPK Conversion Case Study Oracle UPK content conversion to Opus success a Circular Edge Customer

In March 2023, the JD Edwards [JDE] Practice & Innovation Director, knew that their Customers eLearning solution Oracle UPK had ended its support life and needed to a solution to replace it to assist their customers' employee base using IT Applications such as JDE. One of these was their long standing Customer, a billion dollar American based animal health and mineral nutrition company whose products include antibacterials, anticoccidials, anthelmintics, as well as animal nutrition and vaccines for livestock. The Customer operates through three segments Mineral Nutrition, Performance Materials, and Animal Health, from which most of its revenue is derived. As the Customer operates in the United States, Latin America, Canada, Europe, Middle East, Africa, and Asia-Pacific, ease of use and languages conversion were vital: currently this Customer uses 14 of the 28 Opus Languages on offer.

They considered tools such as Oracle Guided Learning, Ancile uPerform, Datango & CloudU ReportsNow, but settled on Epilogue Opus and was assisted through the selection process by their System Integrator Partner, Circular Edge. Kumar tasked his Team with producing all educational, end user support and change content for their JDE installations across all business units, focusing on having all employees become self-sufficient on support in Finance, Manufacturing, Logistics, Materials, QA, and Supply Chain Management. Kumar knew that one of the most important aspects was the ongoing, easy maintenance and consumption of that content for those 6 JDE areas.

Having used Oracle UPK extensively, the Customer was able to implement Epilogue Opus in under 3 weeks in 2023 and have lots of Subject Matter Experts creating content in Opus: a testament to the effectiveness of Kumar's Team in change management and change communications. Looking forward with Opus there are no restrictions to any other IT Application, such as Workday, Salesforce & MS Office at the Customer.

The Customer also looked at other solutions including Adobe Suite, Whatfix, TTS and WalkMe, and states "We took advise from our long standing Edwards' system Integrator and tested all offerings thoroughly, and because of the content was 100% web based with Opus stored in one location via AWS, as well as the ability to use the Opus Content Library as an LCMS, the decision was straightforward". Kumar continues "Opus allows the Team to have a lean content development process, using the SMEs to author the content, then the L&D Teams review, edits and publishes from one screen and all the Opus outputs are updated: **the Opus Solution also migrated all the UPK content in bulk in minutes with a high fidelity** Kumar continues "Opus was also the clear choice on UPK conversion, in testing and security. In fact, some of the competitors we looked at to Opus do not have a true UPK converting process, which was a factor for the Customer".



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Kumar continues "The Customer IT Security Team are focused on keeping all the system data and information safe, and our due diligence for the thousands of end users meant that the IT Teams were heavily involved at every step" the Customer has also planned to utilize Opus on Tablet PCs throughout the business units. The Customer likes the ease of editing in Opus, UPK conversion utility & language conversion functionality. Additional training benefits include Quizzes & Tests on competency of manufacturing employees, as well as a Opus AWS Sandbox access via Opus Simulations.



The key to accelerating your digital adoption

Digital Adoption Business Transformation

The Customer had several Key Business Objectives including migration away from Oracle UPK and increase user adoption. These objectives were mirrored in Learning offerings:



The Customer evaluated other learning solutions such as ANCILE uPerform, Captivate and Datango but after due diligence settled on Epilogue Opus for a variety of reasons including ease of use, just-in-time training & support, centralized content, and bulk conversion of Oracle UPK.

