

# Opus Case Study



## JB POINDEXTER & CO

Innovative services to the trucking & specialty vehicle industries



Paul Krueger  
Vice President, Digital Transformation



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 JBPCO



## Key Results

### 3 WEEKS

Implement Epilogue Opus under 3 weeks in 2023

### 90 DAYS

Opus content is refreshed every 90 days

### 1000 UPK+

Converting thousands of Oracle UPK topics related to content





## Highlights at JBPCO 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, Ceridian, Salesforce, & HCM
- JBPCO have over 500 UPK converted Documents
- JBPCO are using Opus Follow Me for live In Application Support
- Opus will support multiple languages including Spanish and French Canadian



JB Poindexter & Co is a privately held portfolio of businesses that provide best-in-class innovative services for commercial trucks, specialty vehicles, upfit and accessory, and manufacturing industries. JBPCO applies innovative operational and financial disciplines to truck and van bodies, pick-up truck covers and accessories, industrial vehicle storage and shelving, funeral coaches, limousines, specialty industrial parts and expandable foam packaging. The portfolio of industry-leading business units includes Morgan Truck Body, Morgan Olson, LEER Group, Reading Truck, Masterack, MIC Group, FederalEagle, and others.

In the summer of 2022, Paul Kreuger, Vice President, Digital Transformation, knew that their digital adoption solution, Oracle UPK, was coming to the end of its support life and needed to replace it with a new digital adoption tool to assist their employees using critical applications such as JD Edwards, Ceridian Dayforce and Salesforce. Kreuger considered tools such as Ancile uPerform, TTS, Clicklearn, and Epilogue Opus. Their Systems Integrator, iLearnERP, assisted their selection process.

Kreuger tasked his team with finding a digital adoption platform that could produce all the help content types their users had become accustomed to with Oracle UPK. The initial focus was to replace and augment such content for JD Edwards across all business units.

Having used Oracle UPK extensively, JBPCO 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 Kreuger's Team in change management and change communications.



JBPCO 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". Kreuger continues "Opus allows us 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 our UPK content in bulk in minutes with a high fidelity" Kreuger continues " "

Kreuger continues “The JBPCO 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” JBPCO also have planned to utilize Opus on RF Readers and Tablet PCs throughout the business units.

JBPCO likes the ease of editing in Opus, UPK conversion utility & language conversion functionality. Additional training benefits include Quizzes & Tests on the competency of manufacturing employees, as well as Sandbox access via Opus Simulations.

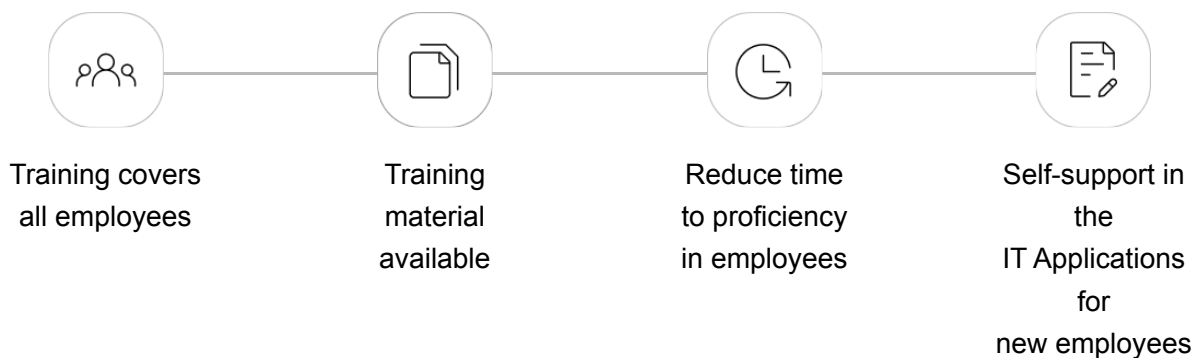
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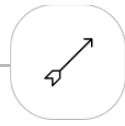


JBPCO had several Key Business Objectives including migration away from Oracle UPK and increased user adoption. These objectives were mirrored in Learning offerings:





Training uses  
IT Application  
system screens



No end user  
disruption in  
migration from  
UPK

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productivity**

**Reduce business  
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