

Opus Case Study



TANIMURA & ANTLE

Farm Fresh Premium Produce



Thomas Wheelus
Chief Information Officer



Tanimura & Antle was facing a transformation project involving JDE EnterpriseOne. They needed a way to salvage relevant UPK content the ability to create custom content in a way that was far easier than UPK.

Key Results

Ease of Use

Allowed SME's to create content for the first time

Compliance

Opus' cloud based architecture complied with IT security req's

400+

App processes documented for in-app user help





If you're a fan of fresh lettuce, broccoli, cauliflower and other vegetables, there's a good chance you've enjoyed Tanimura & Antle's delicious products! They are one of the largest sellers at Costco and have been in business since 1982.

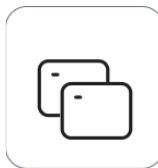
When T&A initially implemented JD Edwards World in 2016, they used Oracle's UPK digital adoption tool to create documentation and simulations for user assistance. In, 2019, a transformation project in JDE EnterpriseOne led to an assessment that UPK would not continue to be the right Digital Adoption tool going forward as it was on-premise with key components that were desktop based – a poor fit for their migration to the cloud. They wanted something with the user content and output capabilities of UPK but easier to use so they could avoid the big learning curve that UPK required of Content Creators and Content Consumers (the users). As a lean organization, they also wanted a tool that required minimal involvement from IT which meant cloud based, easy to provision and set up

Finally, they needed to convert a large volume of existing UPK assets, both standard content from Oracle and custom developed content, as quickly as possible. In the past with UPK, system updates and changes made it difficult to maintain their help content and much of it had grown out of date. As a result, they needed a Digital Adoption tool that could easily create custom content in addition to converting relevant UPK content and updating it.

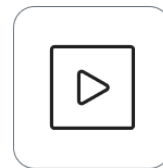
Summary of their experience:



They used a mix of employees and partners to convert, update or custom build over 400 topics for in-application user help and guidance.



By being fully cloud based, Opus allowed T&A to build content without desktop involvement, greatly speeding deployment while complying with T&A security req's.



Opus' workflow engine provided "air traffic control" over the UPK conversion process as well as customer content development – critical for the scale involved.

Opus checked all the boxes:
UPK migration
Easy custom content creation
Easy user access to help content
Workflow management for the full effort
Compliance with IT security requirements





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