



# Managed Services – AppCare



**Industry**

Food and Beverage – Wine & Spirits



**Customer Profile**

- Founded: 1945
- Founder: Marvin Sands
- Headquarters: Victor, NY
- Annual Revenue: 3.3 Billion Net Sales
- Employees: 4,300



**Applications**

- EnterpriseOne
  - Finance
  - Distribution
  - Manufacturing
  - Grower Management
- Oracle 11g Database
- Oracle Enterprise Linux
- Oracle Portal



**Technology**

- Java/SQL
- Web Services



ERP Expertise.

Business IQ. Cloud Sense.

## CONSTELLATION BRANDS

### The Company

Constellation Brands was founded in 1945 by Marvin Sands as a small, family-owned wine company in Canandaigua, New York. Since that time, Constellation has focused on building sustainable growth by staying true to the core values and small business philosophies that are the cornerstone of their inspiring heritage and foundation. Today, Constellation is the world’s leading premium wine company. Constellation is an S&P 500 Index and Fortune 1000 company with approximately 4,300 employees, sales in 125 countries and operations at approximately 30 facilities.

### The Challenges – Focus to Be on JD Edwards

- Constellation was going through an extensive JD Edwards EnterpriseOne system upgrade and consolidation and didn’t have the internal resources to manage a global implementation of EnterpriseOne.
  - Training requirements to bring the internal IT team up to speed to support the system were not practical.
  - Constellation needed to focus on mission-critical issues rather than technical issues
  - Reduce the overall IT management burden while retaining control of strategic decision making.
  - Work with a pro-active partner that could guide them through strategic decisions and not just one that would be reactive to support requirements.

Constellation Brands Cuts EnterpriseOne Support Costs with GSI.

### Solution – JD Edwards Focus

- Constellation gained the support of an expert staff that is available 24/7/365: vacation-proof, illness-proof and resignation-proof.
- GSI established processes and procedures to simplify maintenance and support of the overall system.
- GSI provided the expertise and strategic capabilities of its CNC team.

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## The Project – Focus to Be on JD Edwards

- GSI acts as an extension of the Constellation IT team to support a very complex global system.
- Constellation found a significant reduction in the support required to maintain their solution by working with GSI.
- GSI went from supporting a legacy ERP solution to a single, global implementation handling all Constellation users.
- The project highlighted GSI's capability of delivering support for a large global organization.
- GSI delivered invaluable support from its expert CNC staff with an average of over 15+ years of JD Edwards experience as well as multiple industry and technical certifications (JDE CNC, JDE Technical, JDE Functional, VMware, Oracle RAC, IBM iSeries, PMP/ITIL, Oracle/MS SQL DBMS Certified, CPA, CPIM, APICS, etc.).
- GSI established processes and procedures based on best practices to simplify maintenance and support of the overall system.

## GSI, Inc.

As a certified Oracle Platinum Partner and a recognized industry leader, GSI, Inc. (GetGSI.com) specializes in providing a broad spectrum of business, functional, and technical consulting services for Oracle JD Edwards, Oracle NetSuite, Oracle Cloud, Salesforce and other enterprise systems. The client-centric consultancy offers a comprehensive suite of solutions including AppCare, a 24/7 managed service; GENIUS, an advanced monitoring application; GENISYS, a solution for modeling, measuring and maximizing system performance; gShield, a security application; RapidReconciler®, its inventory reconciliation software and JDE Cloud®, a complete cloud-based hosted service. GSI consulting services are backed by its signature 100% guarantee. Founded in 2004, the rapidly growing company is headquartered in Atlanta with locations nationwide. GSI, Inc. was named to *Inc. Magazine's* Inc.5000 list of fastest growing companies for two consecutive years.



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