

Oracle Cloud Infrastructure: Built for Enterprise

TruGreen

Largest lawn care company in US achieves 4-5X faster performance for JD Edwards on Oracle Cloud Infrastructure



TruGreen is the country's largest lawn-care provider, serving more than 2.3 million residential and commercial customers across 200 branches nationwide.

Caring for TruGreen's expert workforce that specializes in lawn, tree and shrub care has been a challenge for several reasons. First, while the corporate and IT team is headquartered in Memphis, TN, the company's staff is made up of 13,000 employees, many who are seasonal and are spread out across the nation.

Second, when TruGreen was spun-off from parent company ServiceMaster in 2014, Cliff Lee, Director of Corporate Systems, realized this was an ideal opportunity to modernize the company's Enterprise Resource Planning (ERP) solution. This was a complex decision and one that would not easily be addressed by any partner. While Lee knew he wanted a cloud solution, he and his future partner(s) had to keep in mind the following:

- TruGreen was running a legacy JD Edwards system that was inherited from its parent company
- The JD Edwards version, released in 2003, was obsolete and unsupported at every layer
- Its presentation layer used deprecated versions of IBM WebSphere, with an IBM DB2 Universal Database (UDB) running atop AIX as its backend database
- Additionally, as tends to happen when you're an acquisitive company, TruGreen's processes were disjointed and needed to be streamlined

Gaining a modern, agile application environment

TruGreen selected Oracle Platinum Partner, Velocity Technology Solutions, as their cloud advisor, mapping the requirements of the organization with alternative public or private cloud solutions. Considering TruGreen's goals and leveraging Velocity's SMART™ decision analysis model, Velocity's managed cloud experts chose Oracle Cloud Infrastructure as the ideal solution and strategized an implementation plan to help TruGreen fully leverage its JD Edwards investment.

Utilizing a hybrid cloud approach, TruGreen chose to archive its historical data in Velocity's private cloud while implementing JD Edwards EnterpriseOne 9.2 on Oracle Cloud Infrastructure using both the Infrastructure-as-a-Service and Platform-as-a-Service products. Moving to Oracle Cloud Infrastructure allowed TruGreen to deliver critical new functionality and innovation while streamlining processes for its diverse lines of business. The company is now able to pull additional applications into its JD Edwards suite rather than build workarounds. The system constraints that had previously been handicapping TruGreen's experimentation capabilities are now gone and managing its systems has become simpler than ever before.

"In Velocity, I have one point of contact, which helps me manage both my infrastructure and database-as-a-service needs," said Lee, commenting on the benefits of his new application support structure. "And, through Oracle, I can also easily take advantage of other technology platforms through their Universal Credits Model."

"Our finance and branch teams that use JD Edwards are just ecstatic over the performance. They can run financial reports and manage distribution tasks faster than ever."

- Cliff Lee, Director of Corporate Systems, TruGreen

WHY ORACLE?

- 4-5X faster performance
- 30-40% TCO savings
- Delivers better isolation than other clouds

PROFILE

- Lawn and landscape company with 13,000+ employees
- North America

SOLUTION

- Oracle Cloud Infrastructure Compute
- Oracle Cloud Infrastructure Storage
- Oracle Cloud Infrastructure Load Balancing
- Oracle Cloud Infrastructure Database
- Oracle JD Edwards EnterpriseOne 9.2



For Lee, having a reliable support system and an integrated cloud solution is critical, especially since he manages a team of four full-time employees who support the financial system needs of more than 10,000 part-timers and 3,000 corporate team members.

Fast deployment led to immediate cost and user benefits

Velocity provisioned the new JD Edwards environment for TruGreen quickly, utilizing Oracle Cloud Infrastructure's API. Velocity leveraged the patented Velocity Cloud Application Management Platform™ (VCAMP®) to perform the orchestration — passing operations instructions to Oracle's API and using it to configure the VCN, subnets, internet gateways, active directory, load balancer, compute, storage, backup, and Oracle Database. By orchestrating everything via code, Velocity was able to eliminate human error from the process and accelerate deployment.

TruGreen is already benefiting from Velocity's strategic implementation. Harnessing Velocity Zoom Analytics™, Velocity's proprietary analytics tool that enables companies to gauge response time for each user interaction, amongst a plethora of other system analytics, TruGreen can easily monitor system performance. A good user response time range is considered to be between 0.25 to 0.40 seconds. Since migrating to Oracle Cloud Infrastructure, TruGreen is currently achieving an excellent 0.09 second average user response time per user interaction.

"Of the entire portfolio of JD Edwards customers Velocity hosts today, TruGreen is the most performant," said Paul Shearer, Director of JD Edwards Professional Services at Velocity Technology Solutions. Speaking for TruGreen, Clif Lee added, "Our finance and branch teams that use JD Edwards are just ecstatic over the performance. They can run financial reports and manage distribution tasks faster than ever."

Unlike other clouds in the marketplace which rely on multitenancy to deliver cost savings, Oracle Cloud Infrastructure can deliver TruGreen with the level of security it requires, provisioning its own Virtual Cloud Network (VCN) and separate subnets to isolate private and public resources.

Overall, this has led to an immediate total cost of ownership (TCO) benefit. One month into its deployment, TruGreen is already cash flow positive and expects to achieve 30%-40% lower costs across the board.

Looking ahead, TruGreen plans to add further capabilities to its JD Edwards platform, including multi-currency processing for its Canadian operations. And it is also planning to migrate third-party workloads to Oracle Cloud Infrastructure.

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