

South Pacific Tyres selects **ARCTOOLS** to keep them rolling



Environment

- iSeries model 825

Application

- Oracle JD Edwards EnterpriseOne
- Custom

Industry

- Distribution
- Automotive

Summary

The Company

South Pacific Tyres manufactures and distributes tyres for cars, four-wheel drives, trucks and buses. The tyres are both exported and retailed in Australia.

The Challenge

Under pressure of retaining customer service, the IT team needed to address declining system performance. Necessary housekeeping could only be performed in strict timeframes, something vendor supplied purges and custom development were failing to do.

The Solution

Arctools provided a means to perform the vast majority of housekeeping while the users remained online and didn't require extensive programming. With Qsolve, the regional distributor, and support from the US, SPT were able to quickly and easily improve response time and regain disk space.

Why Arctools

Arctools provided an iSeries based purging and archiving solution with key benefits:

- Allows users to remain online
- Can be run on any iSeries database, allowing integration between applications
- Has templates pre-configured for JD Edwards to enable "instant" run purges
- Has local distributor, providing excellent support to compliment support from the US

The Benefits

- Quickly regained 5% disk capacity, just in the financials alone
- Improved overall system response time
- Added a level of integrity back into the applications
- Due to licensing, will be extended to other business units without extra charge

"Arctools is a dream product.

- *It's cost effective,*
- *It does what it promises,*
- *Average, normal users can use it,*
- *It's easy,*
- *And it's well supported"*

Jim Broe, IT Business Relations Manager

The Company

South Pacific Tyres (SPT) was formed in 1987 as a joint venture between Pacific Dunlop Tyres and Goodyear Tyres. The business was formed to provide manufacturing and distribution services to both companies.

SPT employs over 6400 people who manufacture and distribute new tyres for passenger cars, four wheel drive vehicles, light trucks, trucks and buses, agricultural and industrial equipment under the Dunlop, Olympic, Goodyear, Kelly and private brand names. SPT exports to 24 countries around the world including all South Pacific Islands. The Company also operates at a retail level in Australia through Beaufreaires for Tyres, Goodyear Auto Service Centres and McLeod Tyres.

“We looked at developing our own purge routines. Apart from it being a daunting task, we also realised it would be an expensive approach.

“We knew we needed a solution that was easier to use and less restrictive than the standard vendor supplied or the SQL methods.

“We didn’t want to continue to invest man-hours in approaches that weren’t working well.

“When we saw what Arctools could offer and at the price, even if it didn’t work, it wasn’t a risk!”

*Jim Broe,
IT Business Relations Manager*

The Challenge

Over the last several years, tough economic conditions have prompted the business to focus very heavily on introducing methods to improve productivity while retaining accuracy and improving customer satisfaction.

SPT had installed an ERP solution in 1999, with 3 years converted history in the database.

Years of detailed transactions accumulating in the database were taking their toll. Disk utilisation was creeping up and the system performance was declining. SPT had reached the point the housekeeping couldn’t be put off any longer.

“As with most implementations, purging and archiving is one of those things that was put on the back burner”, explained Jim Broe, IT Business Relations Manager.

What made it difficult was that one business unit gave the ERP support team only weekends to perform much needed file maintenance. Another business unit supporting a 24x7 distribution centre has only a few hours opportunity, on occasion, throughout the year.

After several failed attempts using vendor supplied purges and in-house developed SQL purge routines, the situation was becoming frustrating and costly.

The Arctools Solution

Having the ability to run the purges while the users remained active on the system meant the time restrictions were no longer an issue.

Following the success with the General Ledger pilot Jim has introduced Arctools and ReorgWizard to other business units using separate applications on the iSeries.

He believes the Arctools suite is particularly suited for a separate distribution application that supports a 24x7 distribution centre, with only very brief opportunities for file maintenance. With a minimum effort in training, this support team is now able to manage their data themselves, and are delighted to have a tool to help them.

The Payback

Jim considers the savings for SPT to be huge. There is not one single point that stands out, rather the accumulation of a range of savings. These include:

- regaining disk capacity,
- improved performance of the machine,
- improved productivity for the business,
- reduced backup & recovery time,
- reduced IT time,
- and flexibility with other packages.

Using Arctools on just the General Ledger files, purging only 3 years, gave back 5% of the disk, and reduced the number of records from 23 million to 17 million.

Due to the licensing model of Arctools, it has not cost Jim any more to make the utility available to more business units.

Jim predicts the savings for SPT will continue to grow.

“We regularly use the utilities to purge files that fill up with junk transactions, and periodically on key files that tend to get large.

“An additional benefit beyond the cost savings, is that we are now able to add back a development environment for our ERP; one that we had previously been forced to remove due to disk constraints. That adds a level of development integrity back into the organisation.”

“Even though we have taken the opportunity to go ahead and upgrade our system that now has more memory and disk, the basic business drivers behind our decision to use Arctools remain valid.

It still helps us deliver improved response time for our users and still helps us manage our disk capacity.

*Jim Broe,
IT Business Relations Manager*

About Arctools:

Developed by DCSoftware in the United States, Arctools is distributed and supported around the world by a partner network. The product is installed in the Americas, Europe and Asia/Pacific. Customers are across a wide variety of industries including automotive, pharmaceutical, finance, consumer goods and services, to name a few.

For more information, go to
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