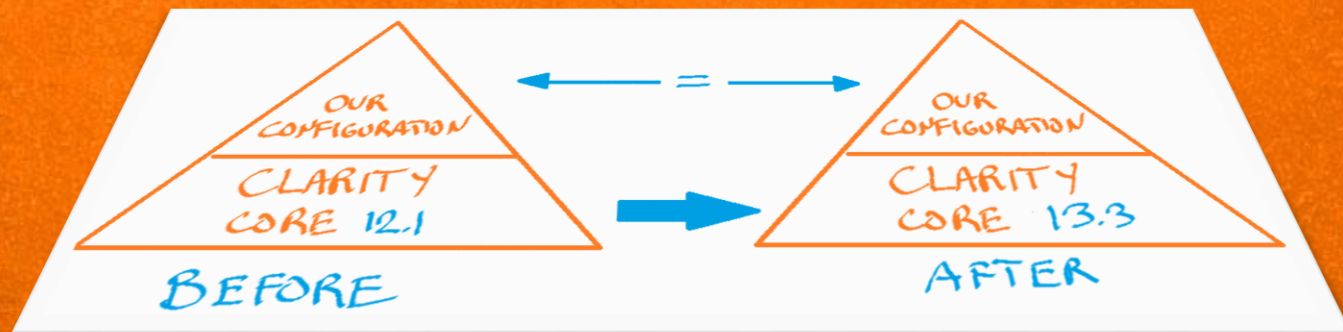# UPGRADE OF CLARITY → V. 13.3

CLARITY USER GROUP
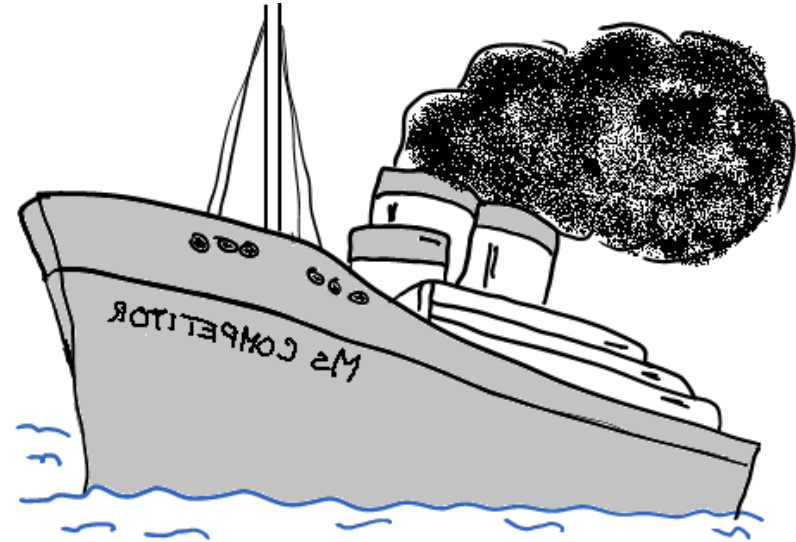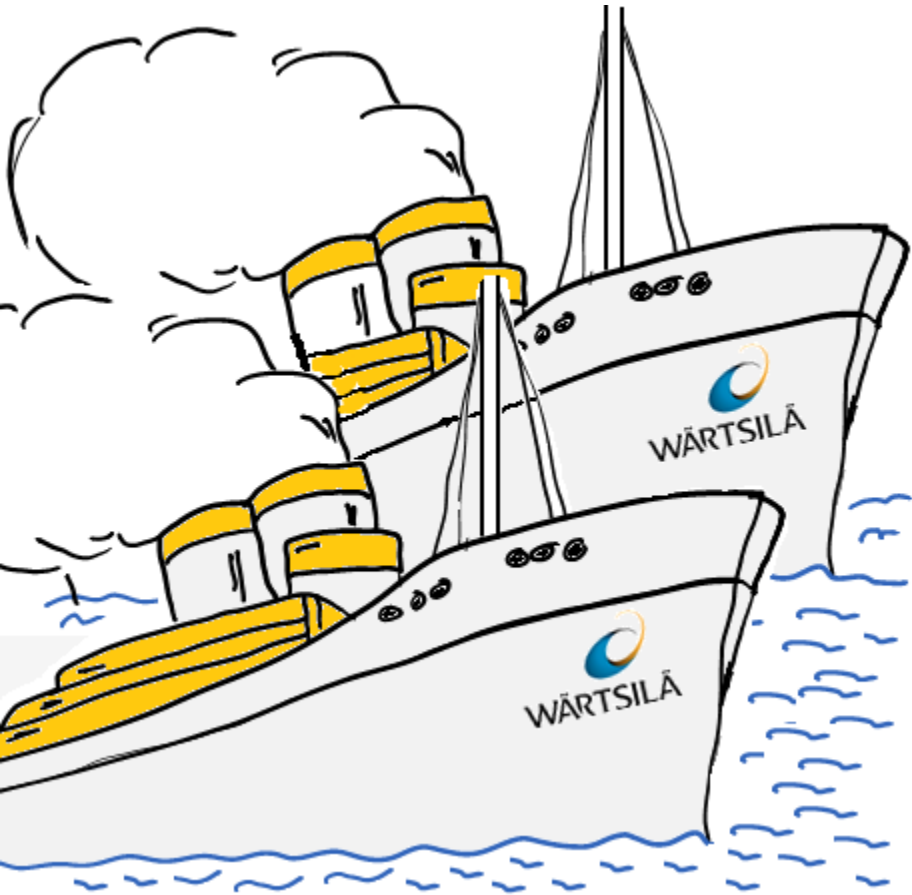## PRESENTATION 4.12.2014

WÄRTSILÄ

Agenda

- What's in it for you?
- Wärtsilä briefly

- Upgrade project
  - What?
  - Why?
  - When?
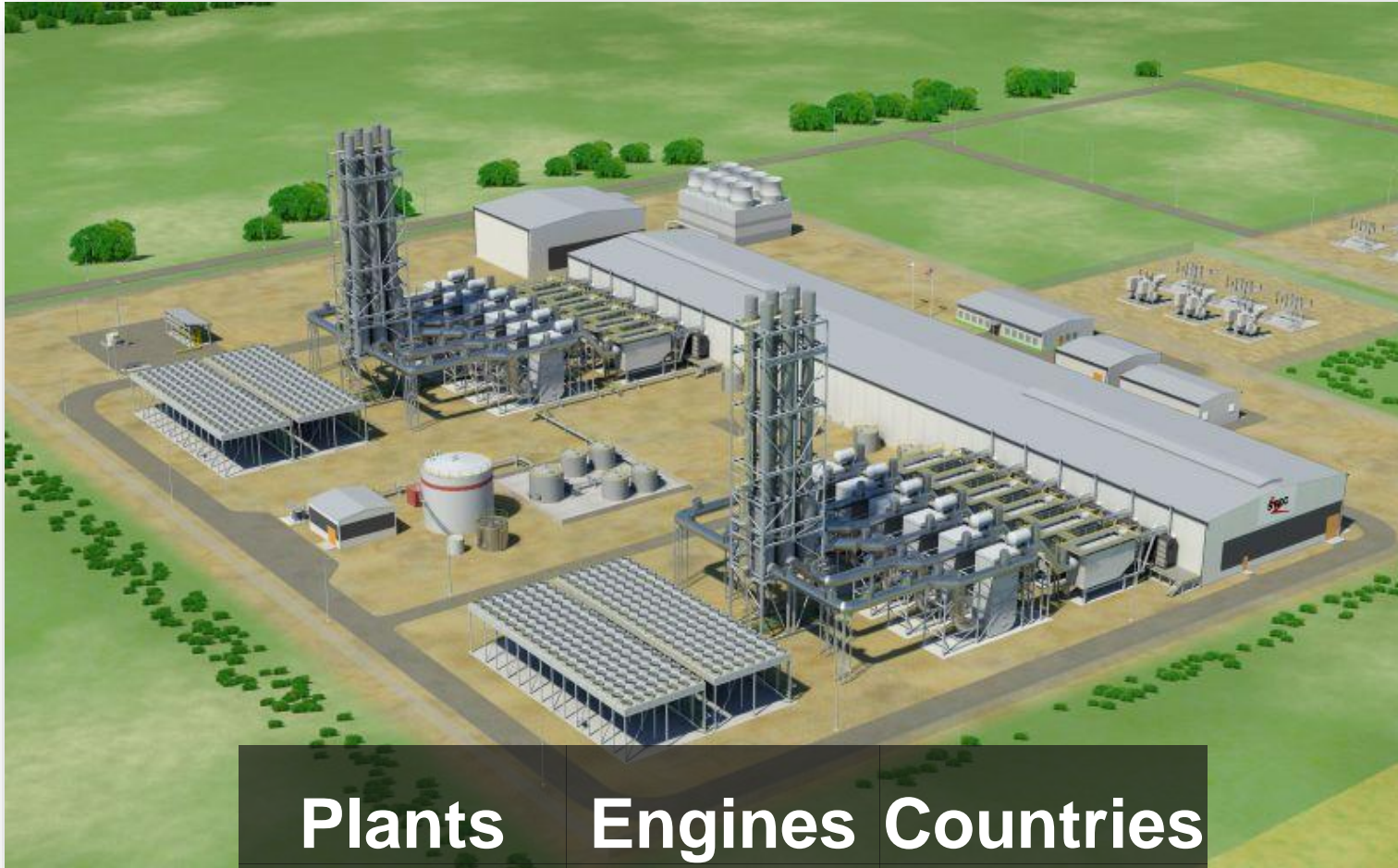 - Who/how many?
  - How did it go?
  - Takeaways
  - Q & A

Wärtsilä briefly

- 2 out of 3 ships you meet on the oceans have Wärtsilä engines and/or energy solutions

Plants	Engines	Countries
215	1038	53

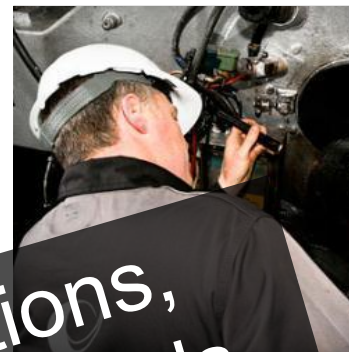© Wärtsilä

WÄRTSILÄ ?

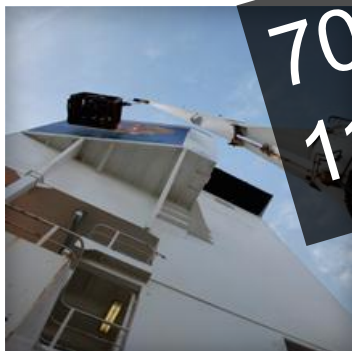Engine services

Propulsion services

Electrical and automation services

Boiler services

Seals and bearings services

Environmental services

Service agreements

Service projects

Training services

WÄRTSILÄ

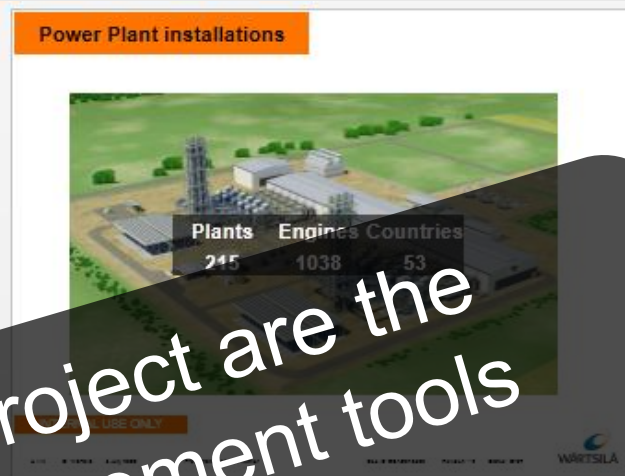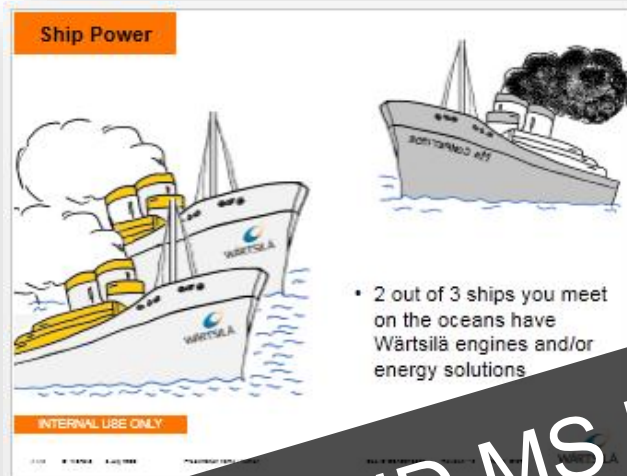**70 countries, 160 locations, 11,000 service professionals**

WÄRTSILÄ

True global presence

WÄRTSILÄ ?

Approx. 18,700 professionals, 132 nationalities in nearly 70 countries, present in over 200 locations

Trondheim, Norway
Frequency converters

Vaasa, Finland
4-stroke engines, R&D

Gothenburg, Sweden
Water treatment, seals & bearings

Rubbestadneset, Norway R&D

Moss, Norway
Inert gas and exhaust gas scrubber systems

Stord, Norway
Electrical & automation systems

Turku, Finland
R&D

Helsinki & Espoo, Finland R&D

Suzhou, China
Assembly & sourcing

Aalborg, Denmark
...pwell pumps and seawater lift pumps

WHEC (Mokpo, South Korea)
4-stroke engines

Hull, Reading Newcastle, UK Valves

Poole, ... water ...

... Slough, UK
Seals & bearings

... the Netherlands
... Propulsion

... (Penza, Russia)
4-stroke engines

QMD (Qingdao, China)
2-stroke engines

Wärtsilä CME (Zhenjiang, China)
Propulsion

Toyama, Japan
Seals & bearings

Trieste, Italy
...roke engines, ...pulsion, R&D

Winterthur, Switzerland
2-stroke engines, R&D

Geestacht, Germany
Fresh water generation & condensation plants

WQDC (Shanghai, China)
4-stroke engines

Vigo, Spain
Seals & bearings

Bermeo, Spain
R&D

Khopoli, India
Gensets, Auxiliary modules

Wuxi, China
Propulsion, seals & bearings

Santander, Spain
Propulsion

Singapore
Engine room pumps, pump room systems and Fi-Fi pumps

WYEC (Zhuhai, China)
4-stroke engines

Açu Superport, Brazil
4-stroke gensets, propulsion

● Fully owned

◐ Sites with R&D

● Joint venture sites

● 18 licensee sites

© Wärtsilä

Clarity AND MS Project are the main project management tools
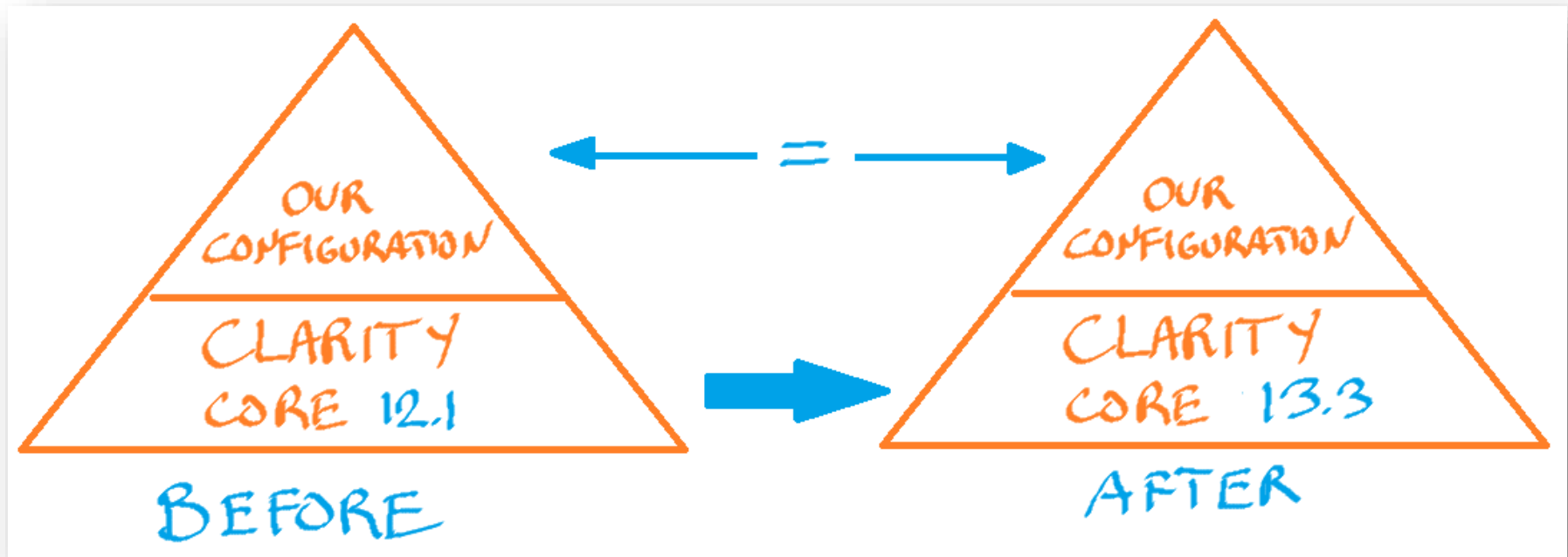
1700 users in 22 countries

What? *(was the project about)*
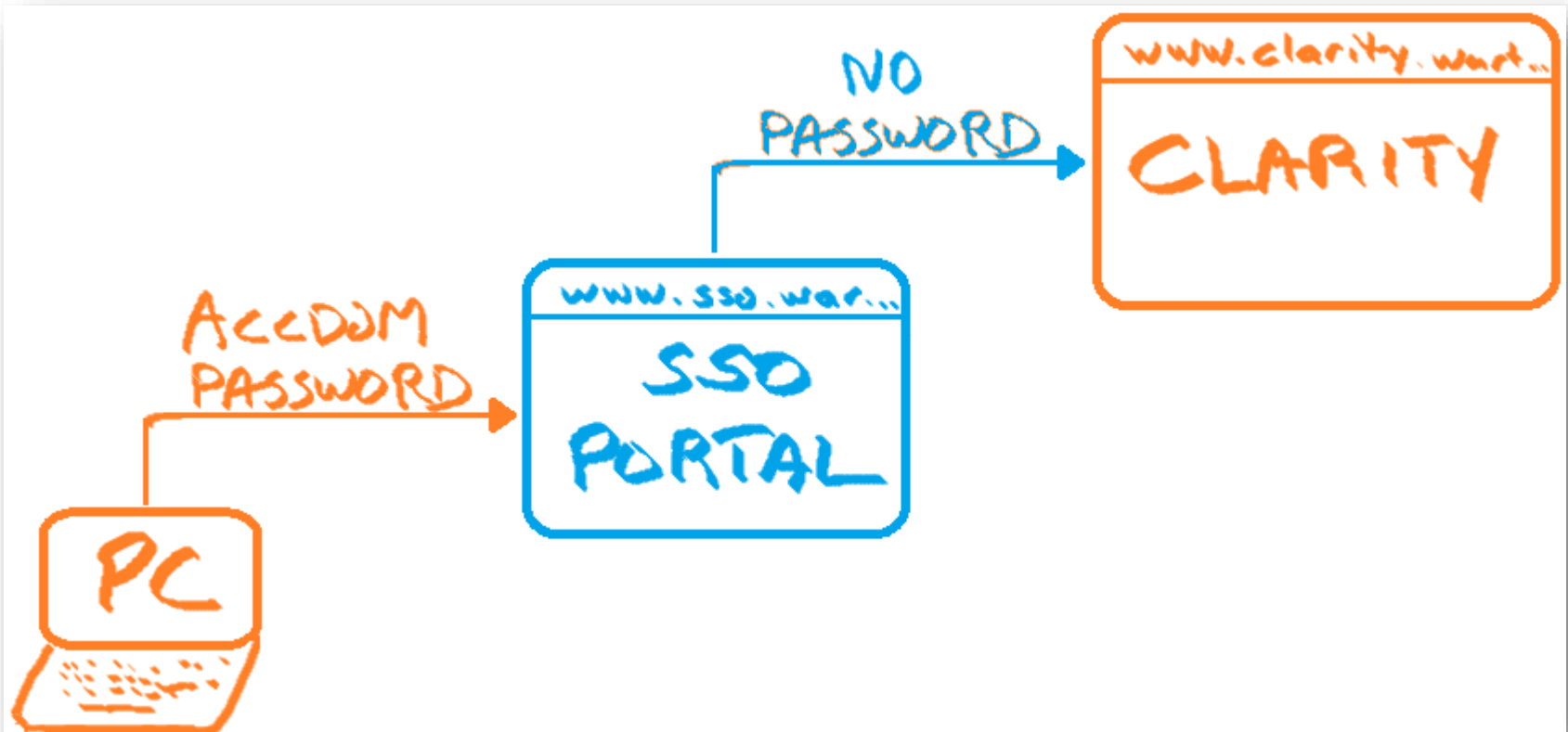
- Upgrade Clarity platform from version 12.1.1 → 13.3

WÄRTSILÄ

- Implementing Single Sign-On *(SSO)* = no Clarity password needed
  - This is a prerequisite from functional point of view

Why? *(were we doing this)*

CLARITY

Improved → MSP

← performance
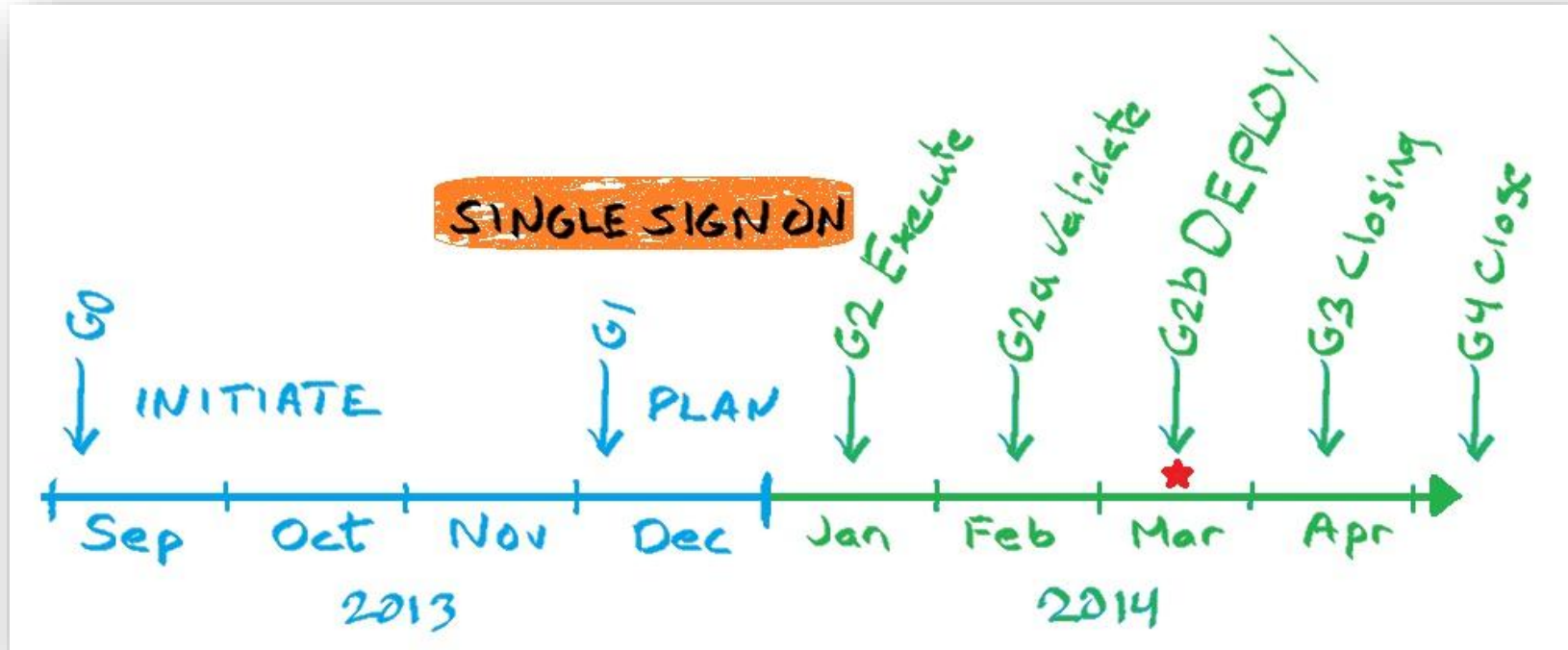
- We need to keep up-to-date with IT architecture
  - Internet Explorer, MS Project, MS SharePoint etc.
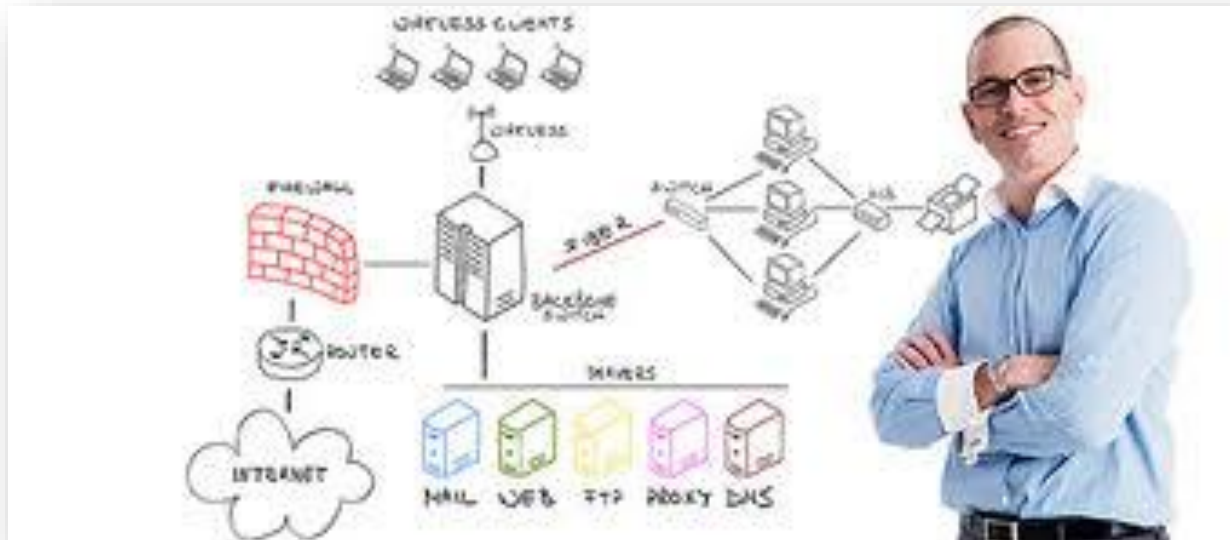
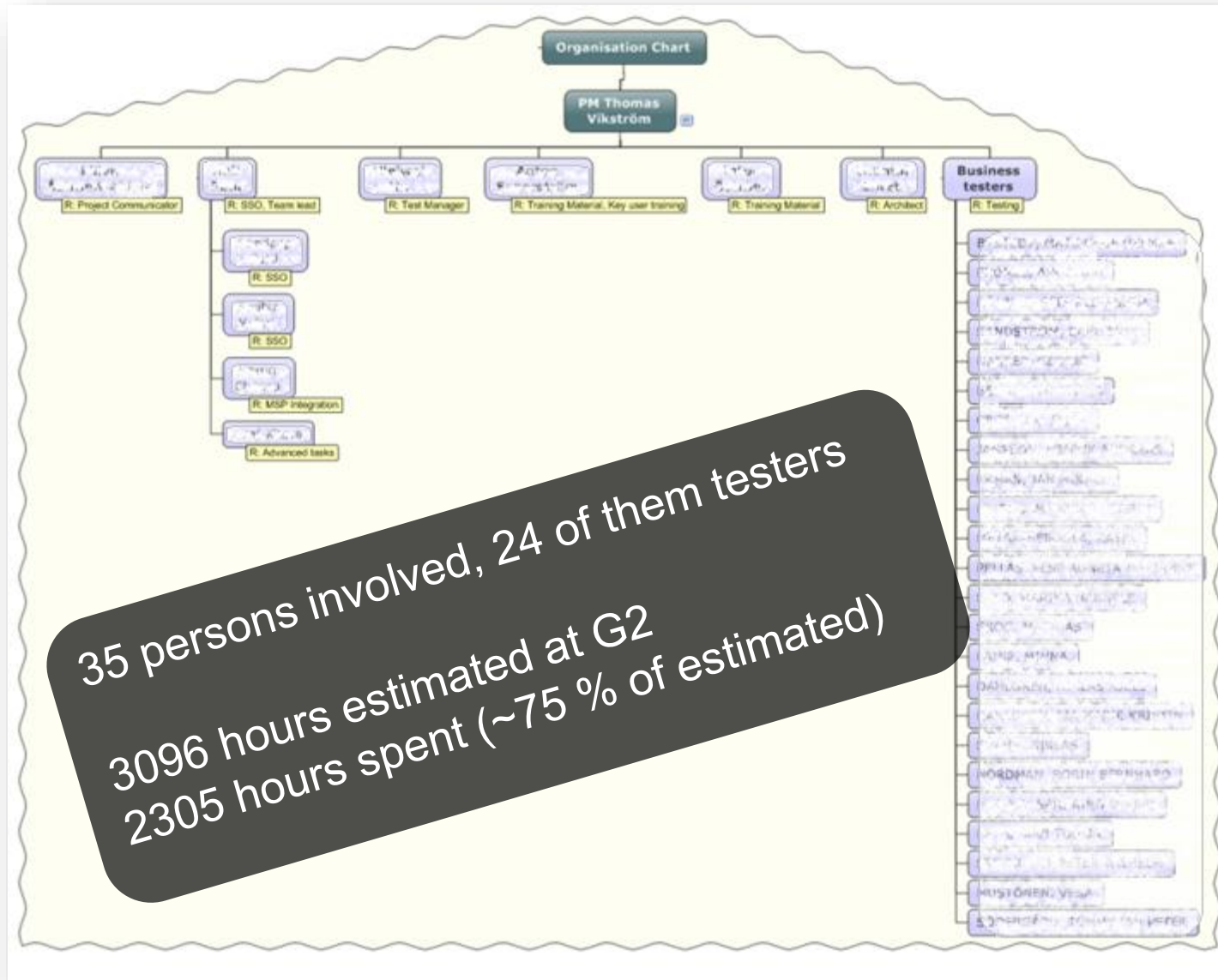# When? *(were we doing this)*

Who/how many? *(were involved)*

35 persons involved, 24 of them testers

3096 hours estimated at G2
2305 hours spent (~75 % of estimated)

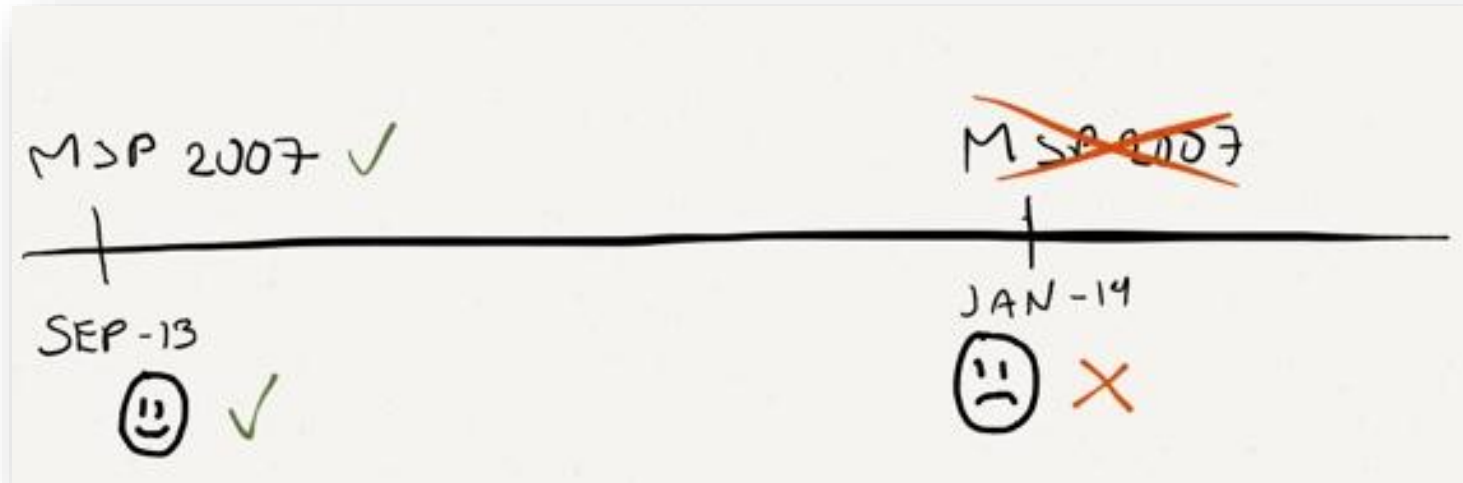# How did it go?

Portfolio size

∞ PROJECTS → < 250 PROJECTS
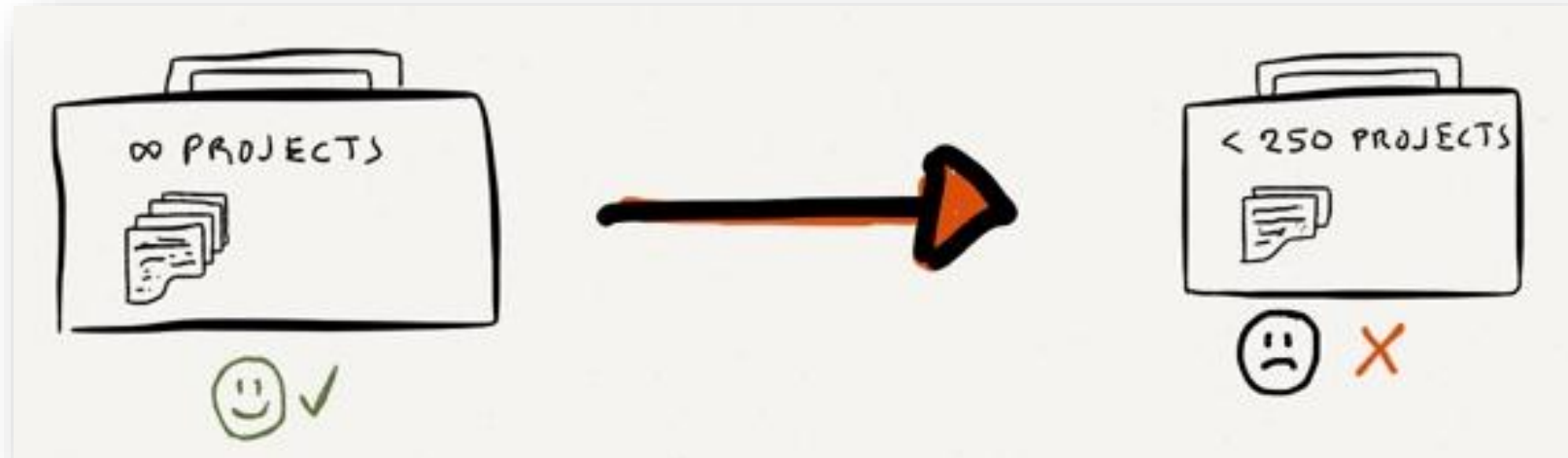
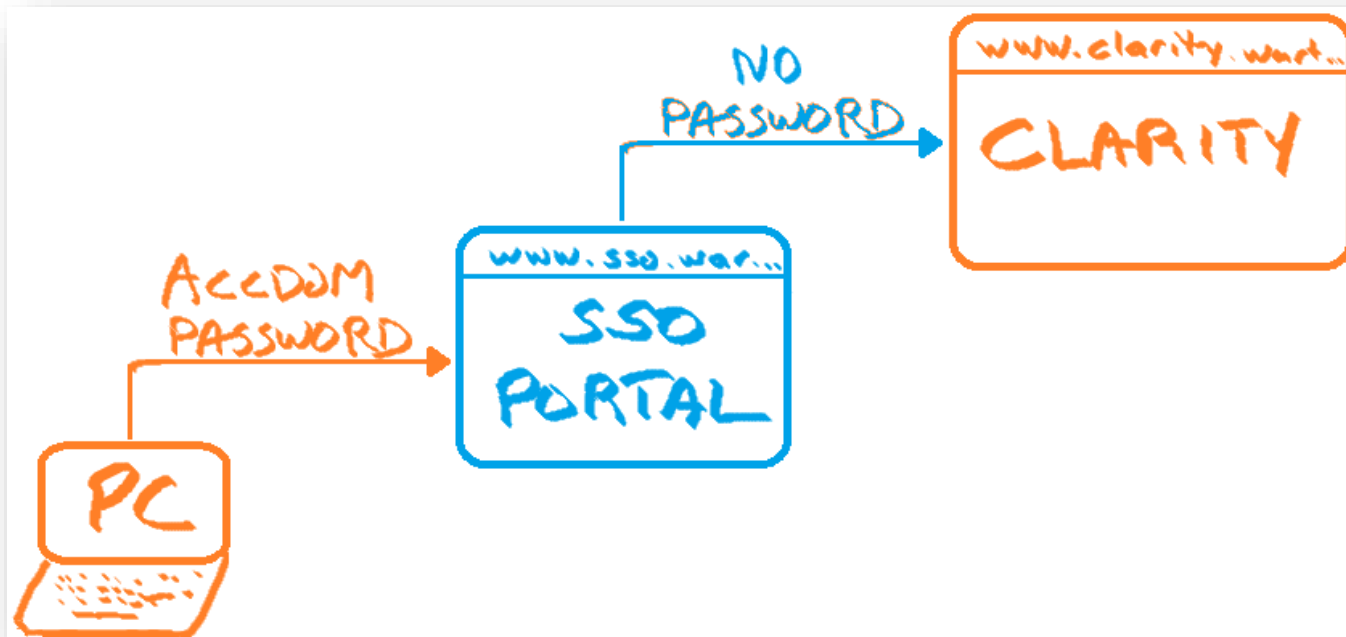→ Solution
• We built own 'portfolio' functionality

∞ PROJECTS

→'Solution'
- We tested MSP 2007 very thoroughly and found no issues
- We'd now like to upgrade to MSP 2013 but SP1 not working before Clarity 14.2…

Single Sign-On pros

- Success from end user point of view

Single Sign-On cons
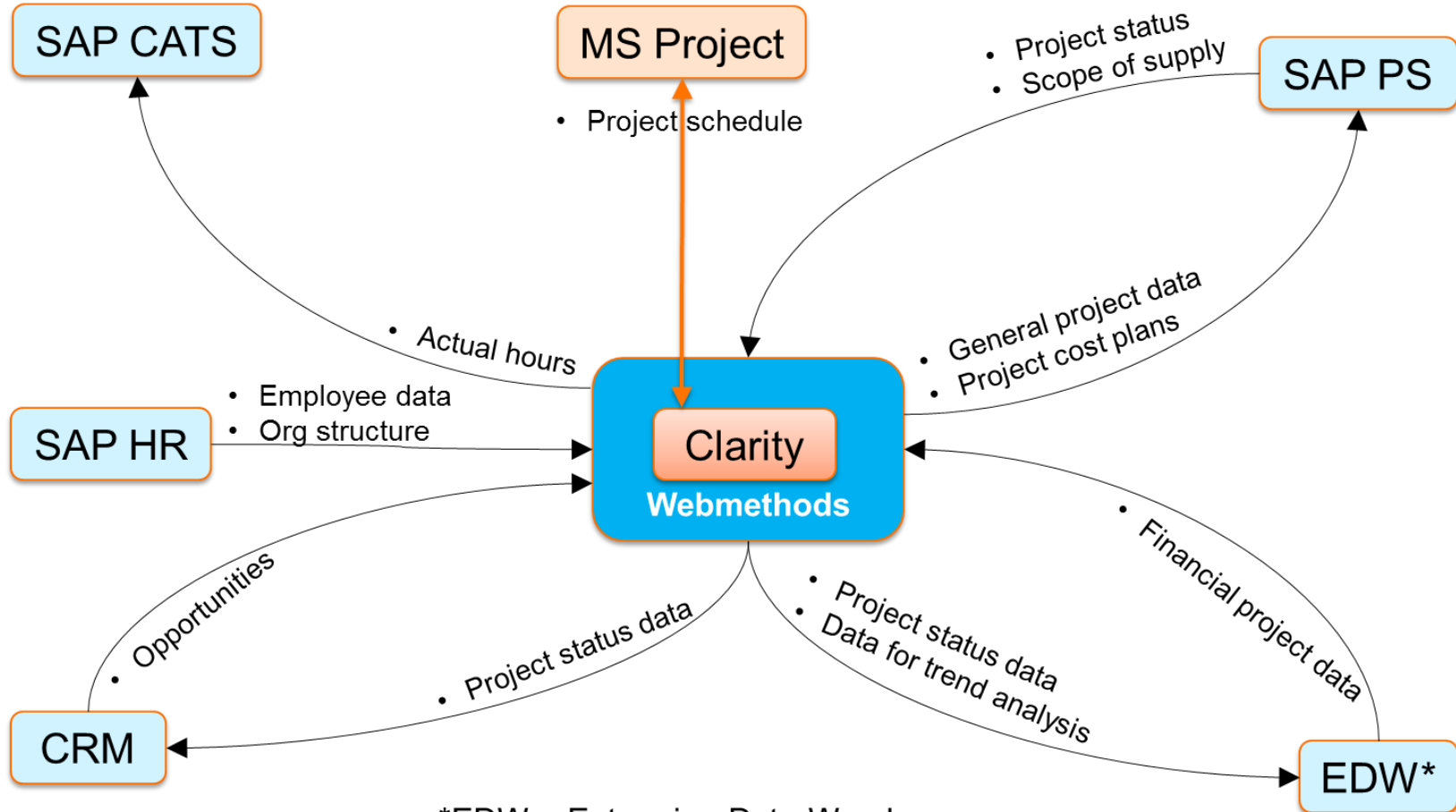
- Technically challenging and resource-intensive
  - During implementation
  - During operation

- Challenges with
  - *üåäö* in the portal → 1800 users created <u>manually</u> by copy & paste
  - Only 1 portal → no QA-environment
  - Communication & knowledge from OnDemand varying
  - Integrations (system accounts without password expiration **<u>not available</u>**)
  - Internal resourcing

Integrations

- MSP-integration: hundreds of hours testing

SAP CATS

MS Project
- Project schedule

- Project status
- Scope of supply

SAP PS

- Actual hours

- General project data
- Project cost plans

SAP HR
- Employee data
- Org structure

Clarity
Webmethods

- Financial project data

- Opportunities

- Project status data

- Project status data
- Data for trend analysis

CRM

EDW*

*EDW = Enterprise Data Warehouse

- 50000 record limitation
  → built manually several queries

- SSO: no system account available

- Several out-of-the-box changes were not in any CA release notes
  - E.g. 'Negative values in red: (113900.25) instead of -113900.25

- Due to urgent business requirements we could not have 100 % development freeze

- Clarity performance worse, several reasons
  - Optimisation might be needed in own portlets/queries
  - AVP (Attribute Value Protection) impacts severely compared to earlier
  - Internet Explorer 9 settings/patches
  - XOG operations result in heavy 'garbage collection'
  - Some recent improvements done by CA showing positive signs

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Success factors

- New user interface

- Autofill in many places

- Favourites

- CAPA-animations

Takeaways

Selected takeaways

- Don't skip too many versions

- Avoid deploying non-upgrade related 'stuff' in parallel (e.g. SSO)

- Read release notes carefully, also what is not there…

- Test, test, test
  - but be aware of that unseen issues might pop up in Production anyhow
  - integrations need special focus
  - If you have CAPA-animations for all 'use cases', use them!

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- If OnDemand
  - ensure you get named resources from CA
  - ensure some of them can be reached almost 24/7 during go-live
  - if you have any exceptions in place, communicate them with every environment upgrade

- Plan for success… including a rollback plan ☺

WÄRTSILÄ

Questions?

Want to know more?

Contact Thomas Vikström
thomas.vikstrom@wartsila.com

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