

**W**here can you take a single helicopter ride and in that two-hour span, fly into shockingly narrow canyons to experience the most incredible water falls, fly through rainbows, see a black sand beach and then a green sand beach, actually see molten hot lava flowing from the crater of a volcano and turning to massive steam clouds as it falls into the ocean, and oh, then a spectacular sunset to cap off the trip? Well, on the big Island of Hawaii of course!

*But what does all of this have to do with JD Edwards' software you ask? Nothing at all, silly, it's just where I happened to be when I started to write this column, and where I began my annual 'pause and reflect' mode. I take the time every year during the holiday season to go over everything that has happened during the past year and reflect on each event. I do this because come January 1<sup>st</sup>, I like to look forward, not back!*

*This year, in thinking through our business activity, one single recurring theme keeps coming to me ... unhappy clients with botched upgrades! I can think of two clients in particular that have changed implementation partners midway through their upgrade! They, along with many other clients, have also confided in us that they were told they didn't need formal training, because the implementation partner would ensure the project team would be trained as 'they went along'. I can't help but wonder if they had formal training prior to the implementation going sideways; could they have seen it coming and been empowered to change the course? I think so. Our challenge is how do we get the word out to clients before they find themselves at the mercy of an implementation partner who likely knows JDE very well, but does not know the*

*intricacies of the client's business. Formal training helps bridge that gap.*

*As I reflect on this more, I realize that I'd like to give a shout out to our consultants/ instructors. We are aligned with truly the very best of the best (you know who you are!) and I respect you more every day and appreciate your honesty and integrity. There are many consultants in the JDE space, but unfortunately, really good ones are hard to find. So a special thank you to our consultants, and thanks for the fantastic job you do for us and for our clients!*



*Overall, we have had another very exciting year at JDEtips. I can never thank my fellow Tipsters enough for all that we do for each other. You are all truly remarkable, and our success and reputation in this industry is second to none because of it. Mahalo!!*

*Well, it's now December 31<sup>st</sup> and my husband and I have just taken our last awesome walk of 2016, this time in the pristine forest around our home on Vancouver Island. I am truly blessed, both at home and at work. I will always be grateful to my aging Mother, who to this day encourages me to live my life to the fullest, and to treat each day as if it might be my last. With that in mind, I am very much looking forward to 2017. Bring it on!*

*Cheers!*



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