



Napco Imports, a subsidiary of 1800Flowers.com, is a leading supplier in the floral and gifting industry. The company relied on a 25+ year-old ERP platform (AS400/mainframe) to manage its business operations. This legacy application was outdated, lacked compliance with modern standards, and severely limited the company's ability to implement new features or scale its operations effectively.



## AT A GLANCE

### Challenges

- Legacy AS400 ERP was out of support and non-compliant with modern standards.
- Restrictive system architecture hindered the implementation of new business features.
- Need to migrate critical functions—Financials, Order Management, Procurement, and Supply Chain—without operational disruption.
- Critical requirement for structured change management and smooth user onboarding.

### Implementation Highlights

- Successfully migrated 70+ customizations, 15+ integrations, and 50+ reports to Oracle ERP Cloud.
- Completed full end-to-end rollout, including business process automation and system modernization.
- Delivered seamless integrations with Web, Order Entry, Banking, OOCL, and Shipping Services.
- Implemented a change management program to ensure strong user adoption across all functions.

Working with Gray Acumen has been a game-changer for 1-800-FLOWERS.COM. They stepped in and successfully took over our delayed Oracle EBS R12 implementation, which had stalled for years, and got us live on schedule. Their expertise in managing our systems, including a seamless integration with IBM Sterling OMS, has not only saved us immense time but also significantly reduced our long-term maintenance costs. I highly recommend Gray Acumen for their proficiency and commitment to delivering result.



— Jay Sweeney

1800 Flowers.Com

## OBJECTIVES

To modernize business operations by migrating from an unsupported AS400 mainframe to a scalable, cloud-based ERP, ensuring compliance and the ability to implement modern business features.

## SOLUTIONS

- Migrated critical business functions to Oracle Cloud Applications, including Financials, Procurement, Order Management, Warehouse Management, and Supply Chain.
- Ensured project delivery on time, meeting all complex customization, integration, and reporting requirements.
- Enabled seamless connectivity across external systems such as Web, Bank, OOCL, and Shipping providers.
- Provided managed services post go-live to ensure system stabilization and address evolving requirements.
- Executed a change management program to facilitate smooth user onboarding and adoption.

## BENEFITS

- **Business Continuity:** Achieved a zero-downtime cutover, ensuring no disruption to daily operations.
- **Enhanced Reporting:** Realized an approximately 35% increase in reporting speed, enabling faster financial closes.
- **Operational Efficiency:** Gained an approximately 25% increase in efficiency through process automation and reduced manual intervention.
- **Standardized Compliance:** Brought systems up to modern standards, removing the risks associated with unsupported legacy software.
- **Future-Proof Scalability:** Established an Oracle platform that supports new features and growth without legacy limitations.