

## Merichem Company Moves to Syntax Hosting, Cuts Costs and Gains Agile and Proactive Oracle E-Business Suite Partner



Hosted since 2013

### Customer Profile

#### Merichem Company

- Corporate HQ: Houston, Texas
- Industry: Oil and Gas
- [www.merichem.com](http://www.merichem.com)

### Technology Footprint

- Oracle Database 11g
- Oracle E-Business Suite R12
- Order Management R12
- Oracle Transportation Management R12
- Oracle Fusion Middleware
- Oracle SOA Suite

### Syntax Solutions

- Syntax Enterprise Cloud for Oracle EBS
- Remote Managed Services

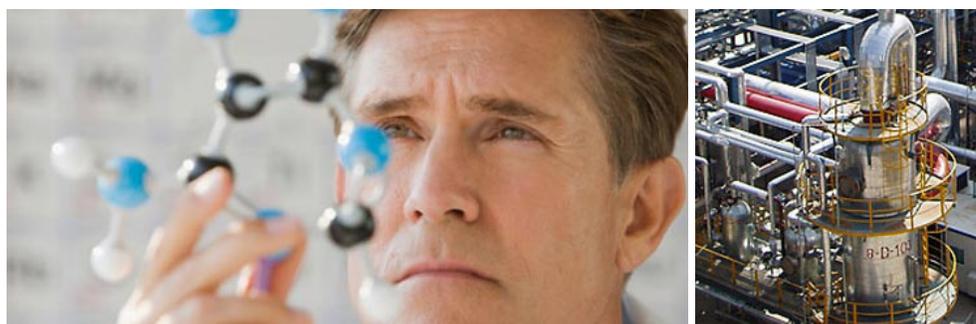
Merichem Company sought a new partner to obtain improved service delivery from its Oracle Cloud hosting provider. To gain environmental stability, ensure availability, and improve operating efficiency, Merichem transitioned its Oracle footprint to Syntax Data Centers.

A year and a half into the relationship, Merichem can point to the benefits of immediately reduced IT Infrastructure costs and hosting its Oracle EBS systems with a provider who acts as a true business partner.

When Merichem requires flexibility within its IT environment, such as when it needs an extra environment to fine tune an Oracle application, Syntax not only provides it, but does so on short notice.

**“Moving to Syntax from our previous Oracle hosting provider has benefited Merichem from both a cost and quality perspective. Syntax understands what it takes to both host and operate an Oracle ERP environment. They go beyond the typical “data center” approach, and their capability and understanding in that respect puts Syntax a notch above the rest.”**

Mike Ryan • IT Director • Merichem



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Merichem also benefits from Syntax's proactive systems maintenance and the complete visibility it offers into what is happening in its environment. For example, Merichem used a standard Syntax monthly report on database table space to correct a bug in its payroll process before the business process was ever impacted.

### Accomplishments

- Proactively troubleshoot and correct ERP system bugs before they impact key business processes
- Reduced IT Infrastructure costs and Total Cost of Ownership in Oracle
- Stabilized its Oracle environment and ensure availability and uptime

