

Senior Aerospace Metal Bellows Keeps Oracle Stable and Costs Predictable for Over a Decade by Hosting with Syntax

senior
Aerospace
Metal Bellows

Hosted since 2003

Customer Profile

Senior Aerospace Metal Bellows

- Corporate HQ: Sharon, Massachusetts
- Industry: Defense and Aerospace

www.metalbellows.com

Technology Footprint

- Oracle Solaris T5
- Oracle 11g
- Oracle E-Business Suite R12
- Oracle Advanced Supply Chain Planning

Syntax Solutions

- Syntax Enterprise Cloud for Oracle EBS
- Oracle EBS Consulting Solutions
- Remote Managed Services

In 2002, Senior Aerospace Metal Bellows (SAMB) was replacing its legacy systems with Oracle E-Business Suite and needed a partner to successfully roll out, host and support Oracle. SAMB chose Syntax over larger providers because Syntax had the insight and the ability to provide individualized services as a true business partner.

The relationship has flourished since then. Syntax has kept SAMB's environment stable and available while optimizing Oracle's performance. Accordingly, SAMB has renewed its contract with Syntax 3 times and relies on them today.

But it is the added value that Syntax's team delivers which makes this relationship special.

Oracle ASCP (Advanced Supply Chain Planning) is vital to SAMB operations, but in 2003 Oracle ASCP was complicated both to use and implement, and even today it typically taxes system

“Clearly, Syntax is an extremely critical business partner of ours. Syntax provides a service that allows us to run our business effectively, efficiently and which lets us focus on manufacturing aerospace components. Without Syntax, Oracle ERP and Oracle ASCP - the backbone of our business - wouldn't function.”

Mike Clarence • Information Technology Manager • Senior Aerospace Metal Bellows



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resources heavily. Fortunately, Syntax has architected SAMB's environment to optimize Oracle ASCP's performance. SAMB has eliminated typical ASCP bottlenecks, and now runs ASCP without needing costly, in-house subject matter experts.

On Time, Under Budget Oracle R12 Upgrade

SAMB upgraded to Oracle R12 with Syntax. Syntax's team seamlessly integrated with both SAMB and 3rd party providers to deliver an on-time and under-budget, multi-environment Oracle R12.1.3 upgrade in just 12 weeks. As a Gold Level Hosting client, all cloning, patch analysis, and other technical upgrade elements came at no extra cost to SAMB. And, as a US-based provider, Syntax kept SAMB ITAR compliant, a vital requirement for any defense contractor.

Accomplishments

- Kept Oracle stable, and maintain predictable IT Infrastructure costs
- Remained ITAR compliant
- Established long-term relationship with responsive Hosting and Managed Services provider
- Optimized supply chain efficiency by configuring Oracle ASCP for maximum performance