

## World Finer Foods Saves Infrastructure Costs with Syntax's Oracle ERP Cloud Solutions



Supported since 1997

### Customer Profile

#### World Finer Foods

- Corporate HQ: Bloomfield, New Jersey
- Industry: Food and Beverage
- [www.worldfiner.com](http://www.worldfiner.com)

### Technology Footprint

- Oracle Enterprise Linux
- Oracle E-Business Suite 11.5.10
- Oracle Database 11g
- Demantra
- Oracle Portal

### Syntax Solutions

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

World Finer Foods' ("WFF") partnership with Syntax began in 1997 when it selected Syntax to deploy and support Oracle E-Business Suite 10.7 remotely. Since then, WFF has enjoyed a stable Oracle environment and relied on Syntax to support major upgrades to Oracle EBS 11.0.3 and 11.5.10.

In 2014, WFF faced a costly hardware refresh as its servers were reaching obsolescence. A cost-benefit analysis led WFF to outsource its Oracle infrastructure and Syntax was the natural choice, both because of their long, successful partnership and because of Syntax's comprehensive and cost-effective Oracle ERP Cloud solutions.

### Rapid Response Ensures Business Continuity

Unfortunately, WFF's servers crashed before the migration could even begin, taking Oracle completely off line. Within two hours, Syntax's team was on-site performing an emergency cutover to one of Syntax's data centers, bringing Oracle back on-line by the next day to ensure

**||** *I have a tiny user base and rely on Syntax to keep Oracle up and running. Their support policies are clear, and their staff is proactive, knowledgeable, and responsive. They deliver service with the personal attention worthy of a true partner. They work well with other providers. Syntax is a good partner and I recommend them."*

Juliette Samson • CIO • World Finer Foods



IT'S EASY TO GET STARTED.  
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business continuity. Following the cutover, Syntax first stabilized and then optimized WFF's environment so that it fully benefits from Syntax's Maximum Performance Architecture and proactive, individualized support model.

WFF is currently upgrading to Oracle R12 while Syntax provides technical support and an on-site project manager.

### Accomplishments

- Reduced Oracle Infrastructure costs by moving to the Cloud
- Supported multiple Oracle E-Business Suite technical upgrades
- Limited head count costs via remote services
- Kept Oracle stable and available for +18 years



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