

Semiconductor Manufacturer Enjoys Responsive, Robust Support on the Syntax Enterprise Cloud™



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Customer Profile

Semiconductor Manufacturer

- Corporate HQ: Midwestern United States
- Industry: High Technology

Technology Footprint

- Oracle Database 11g
- Oracle E-Business Suite R12
- Oracle Financials
- Oracle Manufacturing
- Oracle Advanced Supply Chain Planning
- OBIEE 11g

Syntax Solutions

- Syntax Enterprise Cloud

A midwestern Semiconductor Manufacturer implemented the Oracle E-Business Suite in 2003 and the following year they decided to seek a responsive Oracle ERP Cloud provider who could improve service.

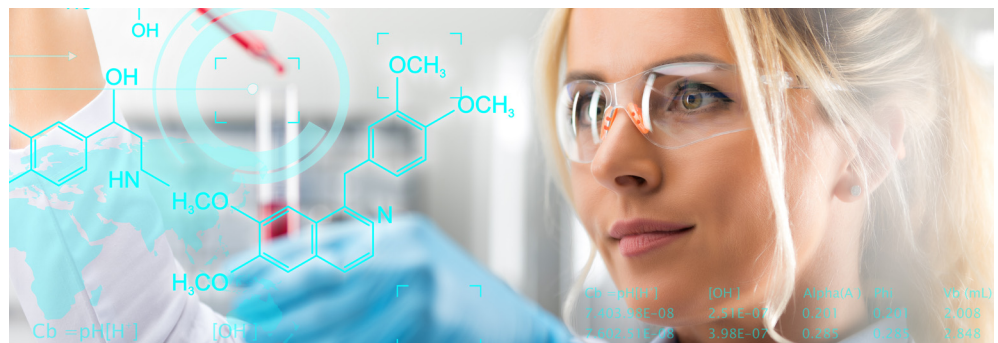
First, the company needed a partner who was both willing and able to commit to transparent, aggressive Service Level Agreements (“SLAs”). Second, they wanted individualized service backed by a support team reachable by phone. Finally, the Semiconductor Manufacturer sought a partner with proactive maintenance policies tailored to support mission-critical business processes.

SLAs and Service Model Drive Migration to the Syntax Enterprise Cloud™

After a rigorous due-diligence process, the company selected Syntax and has renewed their contract several times, since Syntax has proven to be the responsive, proactive partner they desired.

“*We switched to Syntax to gain a partner who responded to our business needs. In the 14 years since, Syntax has proven to be both responsive and proactive. Syntax has tailored our environment with an eye toward the long term and their support team always is only a phone call away. I highly recommend Syntax.”*

IT Director • Semiconductor Manufacturer



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Once the Semiconductor Manufacturer migrated to the Syntax Enterprise Cloud™, they simultaneously cut their Oracle infrastructure costs while improving performance. More importantly, they also gained the ability to have business needs drive ERP support policies. For example, when the company needs a patch applied so they can issue invoices or execute month-end closes, Syntax handles those requests immediately, whereas in the past the company was forced to wait weeks or even months.

Transparency Leads to Sustainable Success on the Syntax Enterprise Cloud™

In addition to keeping Oracle available and on-line, the Semiconductor Manufacturer has benefitted from Syntax's EnterpriseCare® ERP monitoring solutions, which provide them with transparency and technical details on their environment to ensure that their Oracle ERP solution can scale up to meet their long-term needs.

Accomplishments

- Enabled mission-critical processes through responsive, proactive ERP support
- Tailored Oracle EBS to support long-term plans
- Reduced Oracle Infrastructure costs