



Partner Go-Live Win!

Customer	Knape & Vogt
Partner	Syntax
Industry	Manufacturing & Distribution
Use Case / Cloud Services	Migration of E-Business Suite from competitor's private cloud to Oracle Cloud Infrastructure, providing Day 2 services including cloud and EBS technical and application management, Help Desk as well as Security Operation Center services
Buyer Title	Chief Financial Officer
Deal Size	\$135k ARR / 1 year
Win Quarter	FY23 Q4
Team	PM – Joy Stuart, CPR - Mary Beth Segerlind, RVP - Debbie Lakomy, Alliance Consultant – Amrita Mukherjee
Key Partner Takeaways	<p>Syntax was aware of the competitor's private cloud renewal timeframe and worked well in advance to foster executive and middle management alignment as well as build trust with the private equity ownership team.</p> <p>A key to Syntax's win over the competition was Syntax's longevity and reputation in the Oracle E-Business Suite community, the breadth and depth of their "Beyond ERP" capabilities that Syntax provided to Knape & Vogt including Help Desk and Security Services.</p> <p>The Syntax and Oracle Cloud teams were well aligned throughout the entire sales cycle keeping each other informed and demonstrating a united front to Knape and Vogt.</p>