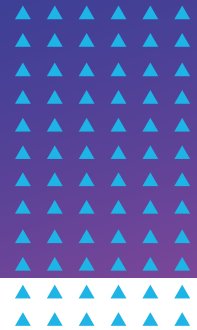


# Boosting performance and stability on the Syntax Enterprise Cloud®



## Customer Profile

**BlueScope Buildings North America**

Corporate HQ: Kansas City, MO

Industry: Manufacturing

## Technology Footprint

- Oracle E-Business Suite R12.1
- Oracle Financials R12.1
- Oracle General Ledger R12.1
- Oracle Advanced Supply Chain Planning R12.1
- Oracle Configurator R12.1

## Syntax Solutions

- Syntax Enterprise Cloud®
- Oracle Consulting Services



## A New Approach

BlueScope Buildings North America (BlueScope) sought a new hosting and managed services provider that could boost the performance and stability of its Oracle E-Business Suite (EBS) applications. Specifically, BlueScope needed a provider capable of architecting a solution that would ensure that its Advanced Supply Chain Planning performance kept pace with its manufacturing operations.

After an exhaustive due-diligence process, BlueScope opted to move its ERP footprint to the Syntax Enterprise Cloud (SEC). BlueScope made this decision because Syntax's Maximum Performance Architecture would deliver the robust performance demanded by BlueScope's business needs.

## An Immediate Improvement

A year after going live with Oracle EBS on SEC, runs of its Advanced Supply Chain Planning solution consistently execute on time. This ensures that procurement managers always have the information they need to place orders as soon as they arrive in the office in the morning. BlueScope has achieved its goal of boosting Oracle EBS performance across the board. For example, Cost Roll Up runs, which used to take a week, are now completed in a day and a half; other processes with run times that used to take hours, are now finished in minutes.

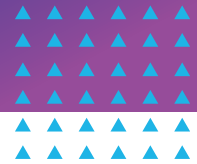


We chose Syntax because we needed to improve performance and wanted to boost support. This move has paid off. Since going live on the Syntax Enterprise Cloud, we've had several 'aha' moments that have validated our decision. Oracle's performance is better across the board. Whenever issues do arise, Syntax resolves them quickly. They can deliver so effectively because their team is intimately familiar with both our business and our systems. We've come to depend on Syntax as our 'go-to' partner for Oracle.

**Steve Richmeier**

Business Systems Manager, BlueScope

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## A Successful Partnership with Measurable Results

### Streamlined performance

Boosted Oracle EBS performance across the board

### Increased efficiency

Ensured that Advanced Supply Chain Planning supports manufacturing operations

### Simplified infrastructure

Simplified IT infrastructure management by consolidating to single vendor

### Improved support

Improved support by resolving issues quickly and proactively

## Consolidated Performance and Support Gains

As the relationship has grown, both BlueScope and Syntax have been able to consolidate and build on both the initial support and performance improvements. Two factors have sustained this cycle of continuous improvement. First, BlueScope has benefited from Syntax EnterpriseCare® monitoring, which has allowed it to fine tune the SQL of applications such as OBIEE. Second, Syntax's dedicated staffing model ensures that the experts supporting BlueScope understand its business, which allows Syntax to deliver proactive support.

The partnership between BlueScope and Syntax has continued to grow following the initial go-live. Since then, BlueScope has opted to move several components of its non-ERP Oracle infrastructure, including its WebLogic/SOA and OBIEE footprints, to SEC.

BlueScope also benefits from Syntax's comprehensive scope of services, which include end-to-end Disaster Recovery and one free technical upgrade per year. The Syntax support team executed a technical upgrade from Oracle R12.1 to Oracle R12.2.7, while Syntax Consulting services delivered BlueScope's functional upgrade.

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## About Syntax

Syntax is a leading global technology solutions provider driving enterprise transformation in the cloud. We help organizations modernize mission-critical applications through AI-enabled innovation, industry-tailored outcomes, and end-to-end solutions across strategic advisory, implementation, and managed services. Through our Boutique @ Scale approach, we tailor every engagement to our customers' priorities, blending boutique-level agility and care with the reach and resilience of a global enterprise. Supported by strategic partnerships with SAP, Oracle, AWS, Microsoft, and other technology leaders, we empower customers to scale faster, work smarter, and build for what's next. [Learn more at syntax.com.](https://syntax.com)



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