



CUSTOMER STORY

Univar Solutions Reduces IT Support Costs with Syntax's Dedicated SAP AMS Model

Summary

Univar Solutions is a leading global specialty chemical and ingredient distributor representing a premier portfolio from the world's leading producers. They partnered with Syntax to create a dedicated AMS model supporting SAP, Salesforce, as well as infrastructure areas.

Partnering for Success: Syntax Becomes an Extended Office for Univar Solutions

The IT team at Univar Solutions is always looking to maximize their value and help the company become the most valued chemical and ingredient distributor on the planet. As the IT team approached the end of a long-term sourcing agreement, they were looking at options to improve their capability and value. The traditional

far-shore India support model presented practical limitations: flying between Houston and an office in India could take more than 20 hours and meant losing a full day of work in travel, and India's time zone is 10 hours ahead of Houston's, creating significant differences that would impact the IT operating model.

CUSTOMER PROFILE

Name: Univar Solutions

Location: Downers Grove, Illinois

Industry: Chemicals and Distribution

Solution: Syntax Dedicated SAP AMS and Syntax Service Desk

Result

Same time zone support with zero delay for SAP application assistance, dedicated and named AMS resources, and significant cost savings



Syntax Dedicated AMS Team Provides Same Time Zone Support Across ERP

Syntax’s dedicated AMS team in Puebla, Mexico with its functional and technical application management knowledge could help address this business challenge. Syntax low-cost, high-touch, and near-shore AMS model helped Univar Solutions successfully utilize a number of benefits not offered through the traditional far-shore India support model.

Univar Solutions received benefits from Syntax including same time zone support with zero delay for SAP application assistance, dedicated, named AMS resources rather than a pooled model of resources, excellent language support with a strong command of the English language, and cultural proximity. Syntax’s AMS team are full-time Syntax employees who are 100% focused on serving Univar Solutions for their daily management of their functional and technical modules, becoming an “extended office” in Puebla, Mexico for Univar Solutions.



Univar Solutions and Syntax: A Successful, Long-Term Partnership

Syntax has established a great business relationship with top management at Univar Solutions’ IT organization. The Syntax dedicated AMS model provides the flexibility that Univar Solutions looks for in a partner. Univar Solutions’ main office for IT, located in Houston, Texas, and Syntax’s office in Puebla, Mexico share the same time zone so there are no delays in IT deliverables and responses between the two organizations. The Syntax Puebla, Mexico office is only a two-hour flight from Houston, therefore making traveling back and forth between the offices for in-person meetings easier.

Syntax team members supporting Univar Solutions participated in the following projects:

- Helped with significant divestiture, including cloning the SAP, Salesforce, and supporting application environments.
- Network design and implementation as the result of a significant acquisition.
- Application of security patches and upgrades for Univar Solutions’ B2B commerce package.



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.

Discover more at syntax.com | hello@syntax.com



“We always seek to add the most valuable resource to the team. We have a great blend of local resources and near-shore with our partner Syntax. Every individual on our team brings a unique value, but in general we see around 85% of the productivity from our extended team at Puebla, compared to the productivity we have with our United States-based consultants, at around 65% of the cost.”

Pat Jerding
Senior Vice President & CIO, Univar Solutions