

Bluescope Buildings North America

Boosting performance and stability on the Syntax Enterprise Cloud®



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

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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 'Ah, ha' 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.



A New Approach

In 2018, Bluescope Buildings North America (BBNA) sought a new hosting and managed services provider that could boost the performance and stability of its Oracle E-Business Suite applications. Specifically, BBNA 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, BBNA opted to move its ERP footprint to the Syntax Enterprise Cloud®. BBNA made this decision because Syntax's Maximum Performance Architecture would deliver the robust performance demanded by BBNA's business needs.

An Immediate Improvement

A year after going live with Syntax, BBNA is pleased to say that it has made the right move. 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. BBNA has achieved their goal of boosting Oracle E-Business Suite performance across the board. For example, Cost Roll Up runs, which used to take a week, now complete in a day and a half; other processes whose run times used to be measured in hours, now finish in minutes.

Consolidated Performance and Support Gains

As the relationship has grown, both BBNA 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, BBNA has benefitted 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 BBNA understand its business, which allows Syntax to deliver proactive support.

The partnership between BBNA and Syntax has continued to grow since the initial Go Live in 2019. Since then, BBNA has opted to move several components of its non-ERP Oracle infrastructure, including its WebLogic/SOA and OBIEE footprints, to the Syntax Enterprise Cloud®.

BBNA also benefits from Syntax’s comprehensive scope of services which include end-to-end Disaster Recovery and allow it to make one free technical upgrade per year. The Syntax support team is currently executing a technical upgrade from Oracle R12.1 to Oracle R12.2.7, while Syntax Consulting services delivers BBNA’s functional upgrade.

A Successful Partnership with Measurable Results

- ▶ **Streamlined performance**
Boosted Oracle E-Business Suite 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

About Syntax



Syntax is a leading provider of cloud and managed IT services for Oracle and SAP customers. Syntax has been providing comprehensive technology solutions to businesses of all sizes since 1972. Syntax delivers the best combination of software, infrastructure, cloud, security, migration and application management services to meet the needs of its diverse range of customers in a wide variety of industries. Syntax partners include SAP, Oracle, Amazon, Microsoft, IBM and other world-class technology leaders.