

Fenner Precision Polymers

Stabilizing and scaling up with a move to AWS



Fenner Precision Polymers

- ▶ Corporate HQ: Manheim, PA
- ▶ Industry: Industrial Solutions

Technology Footprint

- ▶ Oracle JD Edwards E1 9.1

Syntax Solutions

- ▶ Syntax Enterprise Cloud®
- ▶ Syntax EnterpriseCare®

Provider Dissatisfaction Accelerates Upgrade and Migration

Beyond the growing pains which Fenner was experiencing with their hosting provider, the organization was faced with a need to upgrade their tools release for JDE E1. Their JDE E1 technical footprint was growing stagnant with their previous partner and the Fenner IT team did not have confidence in their ability to move forward with them.

Recognizing the opportunity to upgrade and migrate simultaneously, Jim Koelsch, Fenner Precision Polymers Vice President Information Technology, began the process of seeking a new partner for the tools migration project and ongoing Managed Services, “We were familiar with Syntax from various regional user group meetings and invited them to participate in the RFQ process,” said Koelsch. “They proposed Amazon Web Services and had in depth experience with JDE E1 on AWS. We selected Syntax as our partner, the overall best combination for partner and hosting configuration.”

Prior to using Syntax EnterpriseCloud® powered by AWS, Fenner’s JDE environment was hosted in their partners’ private data center. They were ‘locked-in’ to their environment which made it difficult to move to a different Managed Services Partner at the end of the contract. “Our primary goal was to move from our previous partner’s data center to our own AWS environment that could be configured and managed by Syntax. The goal was to establish the partnership with Syntax and gain the benefits of AWS’s cloud resources.”

Fenner Precision Polymers: Merger & Acquisition Result in Change and Opportunity

Fenner Precision Polymers is a preferred supplier of polymetric, metal and textile based industrial solutions that add recognized value to motion control, power transmission and related applications. As a leader with a global footprint in a variety of industrial niches, they deliver unique solutions and sustainable growth.

For the past two years, the IT team at Fenner has been focused on an Enterprise Resource Planning (ERP) systems consolidation driven by merger and acquisition activities. Growing pains with their legacy hosting provider was a key factor driving this change.

The Fenner IT team observed a level of destabilization in their partnership experience, due to the expansion of their legacy providers business model which caused segmentation and silos. These changes resulted in delays in resolving issues along with concerns involving ‘back-end’ administration aspects, including billing errors which were frequent and very difficult to resolve.

Additionally, the flexibility and support model offered by Syntax was extremely important. “Syntax and AWS provided an improved service support model and AWS public cloud hosting configuration. The business continuity and high availability architecture provided by the AWS configuration was also a significant reason for our selection,” said Koelsch.

Upgrade and Migration Result in Business and Technical Benefits

Syntax successfully completed Fenner’s migration to AWS and upgraded their JD Edwards 9.1 tools release. Through this migration, the Fenner team has experienced immediate business benefits including a stronger Managed Services support partnership and a lower cost base for hosting compute and storage resources.

A Successful Partnership with Measurable Results

The upgrade and migration of JD Edwards to Amazon Web Services realized the following benefits, setting the stage for 2020.

- ▶ **Improved Support.** Stronger Managed Services support partnership.
- ▶ **Lowered Costs.** Lower cost base for hosting compute and storage services.
- ▶ **Scalable.** Truly scalable compute and storage resource configuration.
- ▶ **Configuration.** More robust High Availability and DR configuration.
- ▶ **Partnership.** Upgrade project to JDE 9.2 is underway for 2020.



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.