



CASE STUDY

L&L Products Supply Chain Executes with Clockwork Precision on the Syntax Enterprise Cloud®

As a technology-driven, family-owned, business-to-business company, L&L Products creates solutions for various applications requiring static sealing, better acoustics, reduced vibration, structural reinforcement, and composite components. L&L has collected unique experiences to develop tailor-made solutions and provides value for automotive, aerospace, commercial vehicle, and rail industries, as well as for industrial applications. L&L cherishes its people because they focus on what is essential when fulfilling customers' needs: corporate values, material science, superior engineering, customer service, and manufacturing expertise.

CHALLENGE

L&L Products needed to ensure its operations executed with precision. Their Oracle E-Business Suite needed to deliver predictable uptime while integrating seamlessly with its supply chain.

OUTCOME

As the partnership has progressed, L&L Products has enjoyed continuous improvements in the performance of Oracle E-Business Suite as well as predictable availability and uptime.

“You don’t do business with an organization, you do business with people. The people have to have the competency, but more importantly they have to have the passion. Syntax delivers both. At the end of the day, you have to ask, ‘Who do I want to go to battle with?’ To that end, we couldn’t be more delighted that Syntax is our partner.”

Kraig Brown
CIO
L&L Products

A Successful Partnership

L&L Products’ operations revolve around a tightly integrated supply chain. L&L measures the time between ordering and shipping in hours instead of days – customers have sent helicopters instead of trucks to pick up expedited shipments. It’s impossible to ship anything in 2021 without a live business system since all deliveries need electronic advanced delivery notices (ASN’s) and/or Certificates of Analysis sent in real-time like any business-critical e-commerce point-of-sale system.

To ensure that its operations execute with precision, L&L’s Oracle E-Business Suite solution must deliver predictable uptime while integrating seamlessly with its supply chain. In 2018, as part of its normal due diligence process, the company approached Syntax about moving its Oracle E-Business Suite to the Syntax Enterprise Cloud®.

Already familiar with Syntax, L&L chose Syntax because during the due diligence process it was obvious to L&L that “Syntax had the people, the processes and the leadership necessary” to deliver first-class support. Moreover, Syntax was able to offer an Active-Passive DR solution that delivers benefits similar to an Active-Active DR solution while meeting an aggressive RTO of 90 minutes. This solution has given L&L end-to-end DR protection at a seven-figure savings compared to other alternatives. Also, Syntax has structured the solution to optimize L&L’s licensing structure, resulting in additional savings.

In addition to moving its Oracle EBS to the Syntax Enterprise Cloud®, L&L also partnered with Syntax for Application Managed Services, allowing it to deal with a fully integrated functional and technical support team.

Two years into the relationship, L&L is pleased to say that Syntax is delivering on its promises.

TECHNOLOGY FOOTPRINT

Oracle

- E-Business Suite R12.2.9
- Warehouse Management R12.2.9
- Advanced Supply Chain Planning R12.2.9
- Financials R12.2.9
- Manufacturing R12.2.9
- Product Design R12.2.9
- Shipping and Execution R12.2.9

SYNTAX SOLUTIONS

- Syntax Enterprise Cloud®
- Application Managed Services



L&L has enjoyed predictable availability and uptime from its Oracle E-Business Suite. The company has achieved this while maintaining complete transparency into its environment, as L&L sees the exact same alerts and process flows that the Syntax team sees. This is critically important, because the company's Oracle Warehouse Management module is driven by key triggers that come from both inside and outside Oracle, highlighting the need for environmental visibility.

As the partnership has progressed, L&L has enjoyed continuous improvements in the performance of Oracle E-Business Suite thanks to fine tuning of its SQL code delivered by Syntax EnterpriseCare®. More importantly the proactive ERP monitoring delivered by Syntax EnterpriseCare® ensures that issues are detected and resolved before they can impact business.

But when asked about what it values the most about its relationship with Syntax, L&L's leaders respond with one word: The People. "When I'm up day and night or on weekends doing an infrastructure refresh, the Syntax team's passion and dedication to our success is unbelievable. Every day, whether they're in North America, South America or India, their passion is evident."

ACCOMPLISHMENTS

- Support precision supply-chain operations with robust Oracle EBS performance
- Secure a unique, cost effective Active-Active DR solution
- Establish a self-healing Oracle environment driven by proactive monitoring
- Build a seamless functional, technical support structure

ORACLE | Sell
Partner

Expertise in
Oracle Cloud Platform
in North America



WHY 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.

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