

## Milgard Moves to High-Touch Support on Syntax Enterprise Cloud®



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### Customer Profile

#### Milgard Manufacturing

- Corporate HQ: Tacoma, Washington
- Industry: Manufacturing
- [www.milgard.com](http://www.milgard.com)

### Technology Footprint

- Oracle E-Business Suite R12.2
- Oracle Financials R12.2
- Oracle Manufacturing R12.2
- Oracle Order Management R12.2
- Oracle ASCP R12.2
- Oracle MWA express 12.2
- Oracle SOA 12c
- Oracle Database 11g
- Infor 8.1

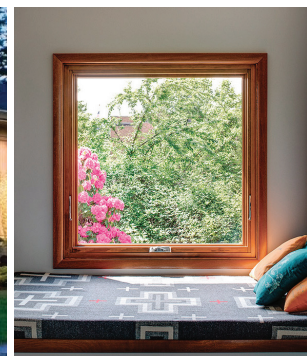
### Syntax Solutions

- Syntax Enterprise Cloud®
- Syntax Managed Services

In 2014, Milgard Manufacturing Incorporated in an effort to improve its customers' experience, streamline processes, improve visibility, and modernize its operational systems, selected Oracle E-Business Suite (EBS) to replace its legacy IBM iSeries applications for financials, manufacturing and supply chain management. They also implemented Infor to address product configuration and quoting through EBS for a more streamlined business process. The deployment plan was to roll out the new applications by manufacturing location over a multi-year schedule. From an infrastructure perspective each rollout required multiple independent environments for development, conversion, and testing to support the uniqueness of its processes.

**“Milgard deals with a lot of large technology vendors, and often times those relationships can leave you feeling like a small fish in a big pond. Although Syntax is a large company, it maintains a very entrepreneurial culture that prioritizes customer service. I can pick up the phone and call Syntax’s executive team if there is a problem, or if I simply need strategic IT advice. At the same time, Syntax delivers enterprise-level processes, tools and service delivery.”**

Vinod Nair • CIO and IT Vice President • Milgard Manufacturing



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To ensure the success of its Oracle initiative, Milgard sought a private ERP Cloud partner who could provide the expertise needed to support such a complex and tightly integrated environment. After a rigorous due diligence process, Milgard selected Core Services, who was later acquired by Syntax in April 2017.

The Milgard transition to Oracle E-Business Suite required the automation of dozens of critical tasks that had previously been executed manually. Integration between Oracle and the Infor-based CPQ (configure price and quote) application was critical. The Maximum Performance Architecture team reviewed the configuration between the two systems and deployed a new architecture which dramatically improved performance. This milestone was so effective that within a few months, Milgard was able to move all of its dealer partners on to the new system, which helped boost operating efficiency.

When Core Services was acquired by Syntax, Milgard noticed a positive change in project management and communication. As a large technology company, Syntax was also able to provide Milgard with access to an even wider pool of Oracle expertise, which made for a smooth transition of their Oracle EBS footprint to the Syntax Enterprise Cloud®.

In many ways, the transition from Core Services to Syntax has delivered the best of both worlds for Milgard: enterprise level ERP support with an individualized approach. Milgard is pleased to continue the partnership and remains with Syntax Enterprise Cloud®.

### Accomplishments

- Boosted operating efficiency by architecting Oracle-Infor integration
- Streamlined back office and supply chain operations
- Secured access to a broad base of senior Oracle expertise