Step2

Step2 Scales Up Oracle E-Business Suite Performance to Support Shift to eCommerce

Supported since 2019

Step2

- ▷ Corporate HQ: Streetsboro, OH
- ▷ Industry: Manufacturing

Technology Footprint

- ▷ Oracle E-Business Suite R12.1.3
- ▷ Oracle Financials R12.1.3
- ▷ Oracle General Ledger R12.1
- ▷ Oracle Advanced Supply Chain Planning R12.1.3
- ▷ Oracle Order Management R12.1.3
- ▷ Oracle Trade Management R12.1.3
- ▷ OBIEE 12.2.1.4

Syntax Solutions

- ▷ Syntax Enterprise Cloud®

A Pivoting Distribution Model

In 2018, rapidly changing business dynamics forced Step2 to pivot from a distribution model that was dependent on traditional retail to one driven by eCommerce. While this move would spur company growth, it also dramatically increased the load and complexity of its back-office operations.

For example, Step2 suddenly needed to go from shipping 8 hours a day, 5 days a week, to shipping a minimum of 12 hours a day 7 days a week. Managing this increase in volume was only part of Step2's challenge. The shift to eCommerce meant processing thousands of single-unit orders every day – an increase of 1000% from the traditional retail distribution model.

Step2 quickly realized that if it was going to successfully pivot to eCommerce, it needed to find a new Oracle E-Business Suite Cloud partner. Specifically, Step2 needed a partner who could scale up Oracle's performance to ensure that its manufacturing and shipping processes ran correctly, on time and without interruption.

During Step2's competitive due diligence process, it was immediately drawn to Syntax because of its Oracle EBS expertise and because it felt that Syntax understood its needs better than other providers.

Syntax further set itself apart from the competition by providing a Proof of Concept environment, which in effect allowed Step2 to test-drive its operations on the Syntax Enterprise Cloud®. This first-hand experience with Syntax's Maximum Performance Architecture made Step2's decision clear.

Step2 Supports Shift to eCommerce

Step2 noticed immediate performance gains when it moved to the Syntax Enterprise Cloud ®. As the partnership has progressed, Step2 has noticed continuous improvements in the performance of Oracle E-Business Suite thanks to fine tuning of its SQL code delivered by Syntax EnterpriseCare®.

Since shifting to the Syntax Enterprise Cloud®, Step2's systems have remained consistently available and on-line, and they have eliminated unplanned outages. Most importantly, when transaction volume spiked by 700% during the holiday season, Syntax used virtualization to scale up its environment, allowing Step2 to seamlessly meet the demand.

With the peace of mind that comes from having stable systems, Step2 is now free to focus on strategic initiatives. One such initiative will be to roll out Oracle Trade Management, which will improve cost transparency and provide visibility into per-item and per-customer profitability.

Looking toward the future, Step2 is actively exploring moving its EDI footprint to the Syntax Enterprise Cloud® and partnering with Syntax for Application Managed Services.

A Successful Partnership with Measurable Results

▷ **Enabled eCommerce**
Pivot from retail to eCommerce distribution by stabilizing Oracle EBS performance

▷ **Increased capacity**
Scale up back-office capacity to meet demand spikes during holidays

▷ **Enabled innovation**
Free IT team to focus on strategic initiatives

▷ **Boosted performance**
Boost Oracle EBS performance continually via proactive monitoring and tuning

" *What first drew me to Syntax was that they 'Got it," while others struggled to understand our needs. Since then, our relationship with Syntax has been wonderful. We have eliminated unplanned down time and I love that I can pick up the phone and talk to the experts supporting my environment. They work proactively and are so responsive that sometimes I wonder if they sleep. It has been a great relationship. I recommend Syntax.* "

Erich Lachman
Director of IT
Step2

About Syntax

ORACLE® Platinum Partner

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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