



CASE STUDY

Enabling business growth with JD Edwards and AS400 infrastructure stabilization

Founded in 1921, Terumo provides valued products and services in the healthcare market for the needs of patients and healthcare professionals. As one of the world's leading manufacturers of medical devices and supplies, Terumo contributes to the future of healthcare in 160 countries around the world.

CHALLENGE

Experiencing tremendous growth and a strained IT team, Terumo required a more stable infrastructure solution with an improved disaster recovery strategy to support their business operations and a planned future move to SAP.

OUTCOME

A modern managed hosting solution along with an effective Disaster-Recovery-as-a-Service (DRaaS) resource provided Terumo improved availability and stability of their JD Edwards and iSeries platforms without adding staff or infrastructure.

Stability and Resilience

Experiencing strained infrastructure and internal resources, Terumo required a solid support solution to provide stability and resilience.

Terumo Medical Corporation is a leading global manufacturer of medical devices and supplies with over 100 years of experience. They have a diverse business operation focused on the research, development, manufacturing, distribution, marketing, and sales of their products. With a strong focus on expertise and innovation, Terumo echoes the values of their founders by “Contributing to Society Through Healthcare.”

Over the past twenty years, Terumo has expanded both its business and product offerings. They have grown from a small range of products to manufacturing huge product lines across multiple divisions. Due to recent acquisitions, they have experienced tremendous growth and their system management processes and IT staff had become increasingly strained. According to Cory Davis, JD Edwards ERP Manager at Terumo, “The internal resources we had were sufficient, but it got to the point where we needed a better support solution.”

Terumo’s JD Edwards system is an end-to-end ERP solution that supports multiple divisions across the United States and Canada. JD Edwards supports their entire business including manufacturing, quality control, sales support, customer ordering and shipping, and accounting and finance functions.

Prior to partnering with Syntax, Terumo suffered a hardware system failure that resulted in a prolonged, unexpected downtime and substantial impact to the business. This incident, along with the ongoing challenges to manage their infrastructure with internal resources and a planned future move to SAP caused Terumo to search for a hosting partner that could provide a more stable infrastructure solution to better support ongoing business operations.

After an extensive search, Terumo selected Syntax to host and manage its JD Edwards infrastructure. “Syntax was a good fit. They had a reputation as a great JD Edwards hosting partner, they had a diverse client list including several pharmaceutical clients, and they had experience working with FDA regulated companies,” said Davis.

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JD Edwards ERP Manager
Terumo Medical

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A Modern, Resilient, and Stable Infrastructure

To support their growing business operations and prevent future system failures, Syntax designed a support and hosting strategy that provided a holistic solution to maintain, monitor, and support Terumo's JD Edwards and AS400 infrastructure. The issue with hardware system failures was resolved with a Syntax hosted solution that replaced their aging on-premises infrastructure. The new solution is protected by effective and reliable Syntax Disaster-Recovery-as-a-Service (DRaaS).

For Terumo, like all companies, seconds matter. With Syntax's 24x7x365 support, simple issues are now handled quickly and major obstacles are avoided. In addition, one of the most impactful outcomes has been improved system stability. With consistent management and monitoring from Syntax, Terumo has reduced their average system capacity from around 85% to nearly 70%, allowing increased bandwidth for the occasional large job. "The Syntax solution enabled Terumo to reduce overhead, hardware, and software expense while achieving 100% iSeries uptime and 99.9% connectivity uptime," said Vlad Konkine, Senior iSeries Technical Analyst at Syntax.

Syntax's managed hosting solution effectively supports Terumo's JD Edwards and iSeries platforms without adding staff or infrastructure. Terumo experienced a seamless migration, and most importantly, was able to reduce costs by migrating these services to Syntax. And with Syntax JD Edwards and iSeries experts on-call, Terumo has increased their overall level of support. "Syntax provides fist-class service. It's more than a third-party relationship. They're part of the team," said Cory Davis, JD Edwards ERP Manager, Terumo Medical.

By incorporating standardized systems management and best practices, Syntax and Terumo have achieved a cleaner and better organized infrastructure. User requests are processed faster, back-ups are more dependable, and full system saves are now consistent and mandatory. But most importantly, with a more stable infrastructure, Terumo is able to focus on other business initiatives and is comfortable knowing if they experience any infrastructure issues, their Syntax team has it covered. According to Davis, "The improvements from the Syntax solution are night and day. Response times are near instantaneous".

"Some of the key benefits Terumo experienced after moving to Syntax included continuous infrastructure management and monitoring, consistent and frequent full-system back-ups, reduced overall spend, and an improved disaster recovery posture with 24x7x365 support."

Cynthia Lavoie

Regional Sales Director
Syntax

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Cory Davis

JD Edwards ERP Manager
Terumo Medical

TECHNOLOGY FOOTPRINT

- Oracle JD Edwards World A9.2 and A7.3
- IBM AS400 iSeries V7R1M0

SYNTAX SOLUTIONS

- Syntax Enterprise Cloud®
- Syntax Disaster-Recovery-as-a-Service (DRaaS)



ACCOMPLISHMENTS

Shifting from an internally supported infrastructure to a Syntax designed and supported system, Terumo was able to improve system performance, reduce costs, improve user efficiency, and provide greater value to the business.

Complete Infrastructure Management

The Syntax solution was designed to provide improved management and hosting for Terumo's JD Edwards and AS400 infrastructure. The Syntax Managed Services team became an extension of Terumo, ensuring complete and consistent system performance and efficiency while the Terumo IT team was free to pursue other opportunities.

Improved Disaster Recovery

Terumo required a state-of-the-art disaster recovery strategy. With continuously scheduled back-ups and systems saves, Syntax's Disaster-Recovery-as-a-Service (DRaaS) solution ensured Terumo would never lose data again.

Improved Flexibility

With an eye on the future, Terumo is planning for a future move to SAP. But first they needed a dependable, stable infrastructure. The Syntax solution drastically improved the stability of Terumo's infrastructure while positioning them for a future migration.

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Vlad Konkine

Senior iSeries Technical Analyst
Syntax



WHY SYNTAX

Since 1972, Syntax has been providing comprehensive technology solutions to businesses of all sizes with thousands of customers trusting Syntax with their IT services and ERP needs. Today, Syntax is a leading Managed Cloud Provider for Mission Critical Enterprise Applications. Syntax has undisputed strength to implement and manage ERP deployments (Oracle, SAP) in a secure, resilient, private, public or hybrid cloud. With strong technical and functional consulting services, and world class monitoring and automation, Syntax serves corporations across a diverse range of industries and markets. Syntax has offices worldwide, and partners with Oracle, SAP, AWS, Microsoft, IBM, HPE, and other global technology leaders. Learn more about Syntax at www.syntax.com.

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